Randolph Sheppard

Quarterly Meeting

September 9th, 2022

FRANK GAFFNEY: All right. Call this meeting to order. Roll call. Shelly, you want to start?

SHELLY LEJEUNE: Shelly LeJeune, Baton Rouge.

EMMA PALMER: Emma Palmer, Shreveport.

CANDICE LINVILLE: Candice Linville, New Orleans.

EARL HEBERT: Earl Hebert, Lafayette.

STEVEN DEBRUHL: Herbert?

FRANK GAFFNEY: I haven't started the meeting yet, so I haven't appointed him.

STEVEN DEBRUHL: Point of order though. We have to file for a quorum. To have a meeting you have to have a quorum.

FRANK GAFFNEY: I was going to do that as soon as I got into this.

STEVEN DEBRUHL: Okay.

FRANK GAFFNEY: All right. There was no committee members, for what is that called?

STEVEN DEBRUHL: I think it was section two, which was Pinky's former position.

FRANK GAFFNEY: And so we put it out for rebid and nobody applied. So unless there's an objection, I'm appointing Herbert to that location to help anybody down there that needs it. Hearing no objection, Herbert, you're now on the committee.

HERBERT READO: Thank you.

SHELLY LEJEUNE: You're back on the committee.

STEVEN DEBRUHL: That gives us a quorum.

FRANK GAFFNEY: Welcome by Frank Gaffney. That's me. Opening remarks by Steve.

STEVEN DEBRUHL: That would be me. Going to skip ahead to the introduction of LWC staff. We have Kevin Monk, director of blind services. Chauntey. Chauntey Carter, I should say. And Michelle Duncan, who among other things, serves as Shelly's chauffeur. Thanks, Michelle, for bringing Shelly here. Coming up on the end of the fiscal year. Inventory's had to be done in all locations for the RSA 15 report. The federal fiscal year ends at the end of September. That's where we're at with that. Kevin and I have been working with the legal department on several issues which we will get to a little later. Melissa was going to come, but she had another meeting she had to go to with Ava, so she is out today. But we have a lot of stuff to cover down the line, so I'll kick it over to Kevin.

KEVIN MONK: Yeah. Good morning, everybody. Just kind of looking around, seeing things appear to be kind of opening back up after Covid. Start encouraging, I know Michelle is working to try to get the LaSalle location back open with Herb. So that's encouraging. Numbers, I think, are sounding pretty good. I think Michelle has a report today so I'm cautiously optimistic that things are going to start to pick up. And then we're still waiting for some feedback from the feds which we'll, I'm sure, get into later on. We'll go from there. Hopefully by now most of you have seen your medical stipends hit your account. Frank told me yesterday or day before that a bunch of them had hit already. We should be good there.

FRANK GAFFNEY: All right. Introduction of guests.

PAM GAFFNEY: Pam Gaffney, Shreveport.

NANCY RAWLS: I'm Nancy Rawls from Louisiana School for the Visually Impaired and the special school district.

SHIRLEY MCCORKAL: Shirley McCorkal, Baton Rouge.

FRANK GAFFNEY: That's it.

SPEAKER: Lynn.

FRANK GAFFNEY: Yeah. Lynn Blanchard.

LYNN BLANCHARD: Okay. Lynn Blanchard, Affiliated Blind.

MARCUS: Marcus (inaudible), Affiliated Blind.

STEVEN DEBRUHL: Don't be shy. I know you're not.

FRANK GAFFNEY: Review of agenda. As we all know our stenographer takes it word for word and gets it out immediately. Anybody who wants it, just let me know. I read it thoroughly.

SHELLY LEJEUNE: I read it.

FRANK GAFFNEY: Everything on it is correct.

SHELLY LEJEUNE: Yep.

FRANK GAFFNEY: Any discussion?

STEVEN DEBRUHL: I have a hard time reading‑‑ man, why did you say that. If you say it, Lynsey is going to put it down. Be mindful. Thank you, Lynsey.

FRANK GAFFNEY: All right. Do I hear a motion to accept the meeting minutes?

SHELLY LEJEUNE: Shelly LeJeune, I move that we accept the minutes.

EMMA PALMER: This is Emma. I second it.

FRANK GAFFNEY: All in favor?

{Collective aye}

FRANK GAFFNEY: Opposed? Motion passed. All right. Old business. All right. Kevin or Steve, you want to take all of these?

STEVEN DEBRUHL: Yeah. They're kind of broken out. Kevin and I have been working, we have a new attorney, relatively new, John who used to work with us for a while. He went to work for the City of Baton Rouge as a chief administrative officer. He came back about six months ago. So Kevin and I have been doing a by‑weekly meeting with him trying to address different topics. I wrote a letter that we can send to all the different military bases. John reviewed it. He signed off on that letter. What I'm trying to do is send it to the commanding officer of each one of the bases. The next week trying to push these out. There's a policy we have in place that I write it and they check it off one more time, make sure I didn't say anything crazy and then we mail them out.

The hospital in Lafayette, we sent them a letter. That used to be University Hospital in Lafayette. And then part of the state agreement Ochsner merged, and they told the guy, we had M and M and Coke, we had them on third party. Getting pretty good money each month. A thousand bucks, if not more, that just stopped paying us, the state, and start paying the operator of the location. So Andrea sent them a letter saying you need to send us the money. And then they basically told us we're not, go away. So I went on Lafayette Parish assessor's website, and I called up the assessor, gave them the physical address of the hospital and it's owned by the State of Louisiana. So now with that information, John's going to be writing another letter this week to the hospital saying, you know, this is state property, not only do we want our vending machines back, we also want to get paid for all the time we didn't get paid. So he's working on that one.

And then I did some more research on the hospitals in North Louisiana. And they're owned by a consortium‑‑ well, it says LSU Ochsner Healthcare of North Louisiana is the name of the entity. But I found a report from them last year and on page ten it clearly says they will be leasing the hospital from the State of Louisiana for 41 million‑dollars a year, two installments. It list the address. It also list Monroe. Again, with that information we're going to compile a different letter. Think we might try to devise the best strategy, maybe go to Health and Hospitals. Have Ava get involved and go secretary to secretary on that one. I think Ava would push it for us. She signed off on that letter to send to university. But that's one thing I've been doing is just going to the assessor in each parish. They have searchable databases. It all depends how people put it in. Like I'm searching State of Louisiana, it may come back State of Louisiana Health and Hospital, State of Louisiana Wildlife and Fishery. Pretty much a list of all state-owned property. Even though the state owns it, they insure it sometimes. Part of this policy with LSU Shreveport is that Ochsner pays for the insurance now. But the property is still owned by the state. The physical building is owned by the state. So that's going to be our case and I'm going to try to make it. That's what's going on with that. National guard, same situation. Going to try to rely on internally Kenneth Borel who is the assistant secretary. He's interfaced with the commander of the national guard. He said he's going to help us with that, work on that. Right now University of Lafayette and hospitals in North Louisiana over the next couple of weeks. Update on old business, I think. Any questions, comments, criticisms?

FRANK GAFFNEY: I do. I appreciate it. Let the committee know it looks like we got some movement going and I totally appreciate that.

STEVEN DEBRUHL: I appreciate your appreciation.

EMMA PALMER: I second that.

KEVIN MONK: Thank you. And I'm encouraged, Steve and I, and sometimes when she can, Melissa, we're able to meet on a fairly regular basis. Some time blocked aside. And so if we have stuff to work on, we can get feedback then. And if we have nothing, we don't have to meet. But here recently, we've been having issues to get feedback on, so we've been meeting regularly. Very encouraged.

FRANK GAFFNEY: All right. Any other old business? All right. Update on equipment definition.

KEVIN MONK: Actually, Frank probably has more information than I have cause he's been in contact with Nickie and a lot of folks. But we did send for clarification from the Rehabilitation Services Administration because the federal definition of equipment is an item that cost 5,000‑dollars or more or has a useful life of greater than one year. Or whatever the states definition of equipment is. Well, Louisiana does not have a definition, standard definition of equipment. So we do have in Louisiana a quote unquote an asset. An asset cost a thousand dollars and so it wears a state inventory tag so on and so forth. So we have written to RSA for some clarification. We understand that it's coming, that it's on the way. And we've heard several times that it's eminent that it can be any day now. I'll turn it over to Frank and he may have some additional information on that.

FRANK GAFFNEY: At the present time the last I heard was that, and they said this is unofficial definite, that OMB...

STEVEN DEBRUHL: The Office of Management and Budget.

FRANK GAFFNEY: Has approved it and say they want it in motion by the fiscal year. So I'm hoping before October 1st we'll be given the information and we can move forward from there. Any discussion?

HERBERT READO: Yeah. Just to clear up, when you say equipment, you're saying the equipment, the 5,000‑dollars?

STEVEN DEBRUHL: The federal definition of equipment is an item that cost 5,000‑dollars or more for one year. Anything under that is considered supply. So the argument is a lot of these supplies, these double door freezers we got that are 4,800‑dollars, that's a piece of equipment. To replace it would be 5,000‑dollars. But they're saying you can't repair supplies, that you can only repair equipment. A walk-in freezer is over 5,000‑bucks, no problem. The problem comes when you have that sandwich table cost 2,000‑bucks and they're saying‑‑ when we say they, RSA comes down and monitors the program. They look through all of our‑‑ not just us, everything has to do with LRS. We're one subsection of that. Kevin, they dinged us last time because of this?

KEVIN MONK: No. They didn't, but the next time they come we are told that they are looking very hard at the Randolph Sheppard program and so we just want to make sure that we have everything straight.

FRANK GAFFNEY: My understanding is the definition is going to change from 5,000‑dollars. It's either going to be dropped to 500 or 1,000. I don't know which.

STEVEN DEBRUHL: And that's not just going to be for us. It's going to be for this enterprise program nationwide. Because there's some states they've defined what equipment is. Like in Florida it's 500 bucks or more. They don't have an issue as long as you define it. We never established that definition cause we use federal funds 80 percent. A thousand-dollar item, Uncle Sam's paying 800 bucks, we're paying 200 out of the trust fund. Their thing is it's a federal program, you have to adhere by the federal rules. And then the federal definition is where we are with that. Unless we establish our own definitions. And that is what Melissa said in that letter. It's been over two and a half months, I'm thinking, Kevin, since she sent that. She checked with the guy a week ago. It's coming, it's coming. But if we can establish it. Because our deal too is the state pays, you know, 2000 bucks for a freezer, it would make sense to maintain it. If you're just going to let it run till it breaks and then throw it away, just not prudent business. Our argument as well.

KEVIN MONK: Especially if you put an inventory tag on it and track it as a state asset. And to me, we should maintain it.

STEVEN DEBRUHL: Microwave that cost 400 bucks, that would not be a state asset. Anything over a thousand dollars which is predominately what you have in your locations. That's a state asset, but doesn't necessarily mean it's a piece of equipment as the definition of federal equipment.

EMMA PALMER: This is Emma. That's just for repair, that's not for purchasing, right?

STEVEN DEBRUHL: That's another ballgame. So they also say you can only, you have an initial establishment period. And that's the first six months when you open up. So in the cases of Federal City we've been using our interpretation. And I don't know if it's correct or not, but it's under review as well. Like when Candice goes in there, that's a new location for Candice. And therefore you have six months to provide initial stock, supplies, inventory. And we've been using that as a way to divide sub‑equipment. Now we can buy equipment anytime we want to, which is weird. So like that 6,000‑dollar oven, that was no problem. You know, buying 4,000‑dollar oven, that's not buying equipment, that's buying supplies. You can only buy supplies in that six-month window when you establish a location. But RSA has tightened up on that. They're saying a new location is a new location. So Chabert, that six months is when they first started. Not six months for a new manager. Still buy that new manager inventory, but they're saying you're not supposed to buy supplies. It's been a challenge and we've been trying to work our way around it. But we had an issue with a 3,000‑dollar freezer. We paid for it, but couldn't pay for it out of the trust fund money because it didn't fit the definition of a new location. Looking for some clarification on a couple issues. If it all goes the way we expect it to, we should be in a better position about a month from now.

FRANK GAFFNEY: In the BEP we have two definitions for equipment, but neither one of them are not specific. One of them is for equipment with a long life and expensive. And then they have another one that's short life, inexpensive. But they both say equipment. But neither one of them have a dollar amount.

SHELLY LEJEUNE: Okay. This is Shelly. Since we're dealing with definitions, what is it called when they buy say a new vending machine or new freezer? Like what is the lifetime before they say we make a determination to buy a new one? I mean, I remember ten years, is it in there?

FRANK GAFFNEY: No.

KEVIN MONK: When we make purchases for things we use, Steven and I had a discussion about this, it's RAN. Is it reasonable. It is allocable. Is it necessary. So if you have a vending machines that's, you know, 20 years old and you have to repair a 2,000‑dollar part on it, is it reasonable to just get a new vending machine, you know. Is it allocable to the program, yes. Would it be necessary for your business, yes. So, you know, that's the standard we look at. Reasonable, allocable and necessary.

FRANK GAFFNEY: Well, we don't have a definition that is absolute.

CANDICE LINVILLE: Which now the APs are because we don't have the parts to fix them. So if they do fail, then we need to just replace them. But what are we replacing them with, the outsiders? What is our replacement thus far?

STEVEN DEBRUHL: With inflation, like Anderson Lee he had a double door merchandizer that we bought 16 years ago. It finally went out. They can fix it for 3,300‑dollars. But Eric got a couple prices and they're all right at 5,100, 5,200 to replace that. How on the books it says it cost 1,800‑dollars, which it did 15 years ago. So we can make the case that's a reasonable expense because it's gone up. But then we're not technically replacing that because we would be replacing supply with equipment. A new piece of equipment for this location. Trying to juggle interpretations. If it's over 5,000 bucks, we're good. If it's under 5,000 bucks that's where the challenge is. And repairing items are under 5,000‑dollars. That's also part of the problem.

KEVIN MONK: With that the being said, if you have a 2,000‑dollar sandwich table and most sandwich tables cost 2,000, we can't necessarily go out and find a 5,000‑dollar sandwich table just to have it meet the definition of equipment when, you know, normal sandwich tables cost 2,000.

STEVEN DEBRUHL: Right. Why it's got to be reasonable.

FRANK GAFFNEY: But once this, whenever the definition goes through, then we won't have to worry about that.

STEVEN DEBRUHL: Correct.

SHELLY LEJEUNE: That will help out a lot.

CANDICE LINVILLE: And they're expecting that October 1st?

FRANK GAFFNEY: My assertion is, what I've been told, OMB wants it done by fiscal year. I know on the APs, I know David had to get Michelle to go over and strip a transformer off one of the old machines because you can't buy transformers for them now.

MICHELLE DUNCAN: So we do have some old AP machines in the warehouse that are going to go to surplus and George and I are trying to strip every part we can from them.

STEVEN DEBRUHL: I wouldn't say strip. Trying to conserve and build a spare parts database. So yeah, we're trying to take everything we can. Same with those five wide AP machines.

FRANK GAFFNEY: Five wides‑‑

STEVEN DEBRUHL: You can't get the tub anymore. So we're taking the tubs off. But most of those vending machines were bought, what, 2005, 2006?

FRANK GAFFNEY: Yeah, 2005. Michelle, that five wide in there that's on rollers, I tested that machine and everything on it works.

STEVEN DEBRUHL: What do you think about having wheels on a vending machine?

FRANK GAFFNEY: Shelly might be able to tell you. It got put years and years and years, over 20 years ago it got put in Woman's Hospital for something and it had to be rolled in and out. They wanted it moved so they can move it around and clean or something. Was that what that was, Shelly?

SHELLY LEJEUNE: I can't remember what hospital it was, but I know what you're talking about.

STEVEN DEBRUHL: But if the wheels lock, do you think that's safe or do you think we should do that? Shouldn't have wheels.

FRANK GAFFNEY: No.

CANDICE LINVILLE: Well, it's a safety hazard. I just was dealing with Coke with the merchandizers they were dropping off and me I'm like I want everything on casters. In my brain, you know, I'm like they've always been in my kitchen space so that way we could move them around to mop, sweep, whatever. But in their eyes when they're in your store area where there are customers going in and out of them, then they're a hazard. And they wanted me to sign a waiver because they tip. So if someone grabs them, they can land on top of them, right.

FRANK GAFFNEY: That was kind of the explanation I was given when we had to buy our own liability insurance was that if you got a vending machine in there proper and it gets tipped over on somebody, it's on the state. If I put it up on blocks and tips over on somebody, then it's on me.

STEVEN DEBRUHL: Blocks or wheels.

FRANK GAFFNEY: We hadn't mentioned wheels at that time.

STEVEN DEBRUHL: Somebody start shaking them, that actually would tip over on somebody.

FRANK GAFFNEY: On wheels the way they do things they're libel to try to steal them.

SPEAKER: The whole machine.

FRANK GAFFNEY: All right. Next one is update on new managers.

KEVIN MONK: This says me.

FRANK GAFFNEY: Yes.

KEVIN MONK: We desperately need some new managers coming into the program. Going to be some things that are happening like with the federal locations that we're having to take out of the trust fund. If we get any of these locations that we talked about under old business, we have managers now that are managing multiple locations. So we're going to need some managers. We only have, as far as I know, one on the bench right now that does not have a location that's fully trained. And he's in the New Orleans area.

I have spoken to all of the rehab counselors for the blind individually around the state. At a all‑hands meeting Melissa and Steve both mentioned the fact that we need Randolph Sheppard managers. I have mentioned it in updates that I provided to the National Federation for the Blind, to Affiliated Blind, their state conventions. Next week, next Friday Frank is supposed to meet me at the Louisiana Association for the Blind in Shreveport and I'm having training for the counselors for the blind. So I'm going to give Frank a chance to talk to rehab counselors and, you know, so he can let them know that we need some managers. I have spoken individually to at least two people that are interested in the program and one thing that I always tell them, and especially if they're not from the Baton Rouge, New Orleans area is, you know, we have a limited number of locations. For example, in Shreveport there's what, five locations. And so, you know, if they're willing to move initially, at least, to Baton Rouge or New Orleans, maybe eventually they can work their way back to Shreveport, or Monroe, or wherever they're from. But as part of the initial, you know, counseling or the initial statement, I let them know upfront that we don't want to train you for a job there's only five in your area. So think bigger than Shreveport, or Monroe, or Lafayette, or wherever it is. You know, be willing to move to eventually get back to where you want to go.

STEVEN DEBRUHL: That's part of the challenge. Mica talked to a woman the other day. She lives in Lafitte which is at the bottom of Jefferson Parish. He was asking about her transportation. First of all, she doesn't want to move from Lafitte. We have nothing. Closest thing would be like Harvey where I am. So Mica said, oh, good. He asked about transportation. Oh, my boyfriend drives me where I need to go. Great. He can drive you to work in the morning to the snack shop? Well, depends on his shift work. He works shift work. She doesn't want to move. She doesn't have a good source of transportation. So I made a decision she's probably not the best candidate for the business enterprise program at this point. But Kevin talked to a young man in Shreveport, I think 22. Going to college now and he wants to learn more about the program. I think he would be up to moving.

FRANK GAFFNEY: We have a location in Shreveport.

STEVEN DEBRUHL: Right.

FRANK GAFFNEY: Throw this in while I'm thinking about it. On the news again last night the state has bought the old federal courthouse in Shreveport, and they were saying two to three years. They're saying 600 or more state employees. We need to keep that in mind. And the other one, the state building we have now has been turned over to something with the city. But they'll have authority who goes in there. Didn't say they were giving it to them. Saying turned over to them. I don't know what that means, Kevin.

STEVEN DEBRUHL: Not sure what it means either.

EMMA PALMER: At the rate that's going, Frank, look like maybe the police station and the state building may be going around the same time.

STEVEN DEBRUHL: I don't know in New Orleans they had the VA hospital. Had a building, had the VA. When they built that new VA, they did a deal the city swapped property. The VA was built for the old building. Might be something similar to that.

FRANK GAFFNEY: Well, there's been a bunch of that. Like the state building we're at now, that belongs to a gas company, and they gave it to the state. And then across the street from the police department it was, I forgot who owned it, I think the state owned it and they gave it to the city and the city put in a bus station. No, they put in a building with an office building with a water department and other things like that. But then they combined and left it. Now that property has been turned into a Greyhound bus station.

EMMA PALMER: And city bus.

FRANK GAFFNEY: And city, yeah. Greyhound and city. Now we tried to get in there, me and Emma had meetings with them, but at that time they wanted 13, 1,400‑dollars a month rent. We couldn't do it, so we didn't get into it.

EMMA PALMER: And they wanted to regulate your prices.

FRANK GAFFNEY: Oh, yeah. They wanted to tell you what you can sell it for.

STEVEN DEBRUHL: The bus station you're talking about?

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Did somebody go in there?

LYNN BLANCHARD: Frank, I have a question. I was just curious, I guess I'm getting older, and my ears are getting worse cause I can barely hear half of what you guys are saying in here. But Kevin, I just wanted to ask, you said you reached out to all the counselors. What kind of feedback are you getting? Are you getting any interested parties or?

KEVIN MONK: I heard from a couple of areas, you know, they had one interest or two maybe interested. Like I said, we have one very interested in Shreveport at this point. And then there's possibly one in Baton Rouge.

LYNN BLANCHARD: Are they already had their assessment for blindness skills done? Are they ready to get in the program? Are they in the system?

KEVIN MONK: That's what we're trying to find out right now. They're in the system. They're a VR consumer, but where do they stand with everything else. Right now we're just answering their questions about the program. You know, how do you do the training and, you know, all the different questions they have to figure out if this is what they want to do.

LYNN BLANCHARD: Right.

STEVEN DEBRUHL: We're kind of limited. I mean, they're not actively‑‑ people come to the LRS, they open a file and out of a 100 people come in there maybe eight or nine might be blind. We talk to these people, individuals, you know, maybe one or two of those say, yeah, tell me more about the Randolph Sheppard program. When we do and then you have to wake up, like Candice 3:00 in the morning drive across the lake and start making biscuits, their attention kind of wanes on that. I was telling Kevin it's like the Marines, for a few, proud. But you guys, y'all probably deal with more blind people than I do on a regular basis. If you know someone who is blind, y'all need to reach out to other people as well and send them our way.

LYNN BLANCHARD: Is there any kind of marketing plan or thing going on to market the program? It's all about selling it, you know.

STEVEN DEBRUHL: Well, as far as selling a blind person getting into the program, is that what you're talking about as far as like say if you came‑‑

LYNN BLANCHARD: I mean, the Randolph Sheppard program. And, again, it's‑‑

STEVEN DEBRUHL: The problem is not location. We have enough locations. We need people, managers to work these locations. Right now we have managers doing two, sometimes three locations. And to me that's not necessarily a bad thing because I want everyone here to make as much money as they can. We've had some locations they're only facilities because we call them facilities. Like the Lighthouse in New Orleans that's four vending machines. That's not really a location. So when David passed away instead of putting that out to bid so someone can make 3,000‑dollars a year, we added that to Sander's location. So now that's enhancing her income, giving her more to do. So I think we need to provide as much service we can to the managers who are with us now, who are working trying to make them money.

KEVIN MONK: And as it stands today, we don't need fifty people. If we could get five right now, you know, it would probably do us for a while. And then eventually we may need four or five more. But we don't need, you know, this mass number of people, but we do need people.

EMMA PALMER: I have a lady that's in AVL chapter that just joined. She would be good, but she don't want to leave home to train.

CANDICE LINVILLE: What happened to that lady that was in the Baton Rouge area that had worked in our program just as a‑‑

MICHELLE DUNCAN: Her name is Stephanie. She still works for the Poydras location for Brian White.

STEVEN DEBRUHL: We talked to her. I think she was a little leery about going from employee to manager.

MICHELLE DUNCAN: She wants to maybe get back into the program instead of just being an employee. But she doesn't really want the financial responsibilities. And she doesn't want to have to go back through all the training stuff either.

SPEAKER: Wouldn't she be exempt from that?

MICHELLE DUNCAN: She's been out of the program for a little while.

STEVEN DEBRUHL: But then she's also been working for him in locations.

MICHELLE DUNCAN: She hasn't been on the finance end. She's been a cashier. Not like she's having to keep up with inventory and buy, you know, making sure her money is right. There will be some things I think she would need to be touched base back on. She said she doesn't remember how to do the reports anymore or any of that stuff.

STEVEN DEBRUHL: Herb, what's your opinion?

HERBERT READO: She would be interested in getting back in. I mentioned to her that if she did probably work with another manager for like two weeks or something.

MICHELLE DUNCAN: Yeah. Brian's been harassing her too to try to get her back.

STEVEN DEBRUHL: Maybe we'll reach out to her again. Some kind of modification training we can do.

HERBERT READO: The biggest misconception a lot of the potential vendors is the training that we have to go to Lafayette for a six-month period. And that's been a real draw for a lot of them. They don't want to leave their comfort zone.

KEVIN MONK: You know, and Lynn, don't let me put words in your mouth over here, but the training, four months or whatever it is, is not a four-month prison sentence. It's not something that you have to stay the whole time. If you go in there and you got it together and, you know, you don't need the training, well, you can move to the next thing. Maybe you have somebody that's topnotch and they will be able to complete in two or three months. But the average person we feel would take four months plus the OJT. So, I mean, I tell people all the time, don't look at it like you're going into prison, I have to stay this whole time, you know. If you're burning up and you're all that and you've got it together, maybe you get done in less.

LYNN BLANCHARD: Not only that, but it's how vested are you if that's going to be your obstacle. You know, people that are vested that want to go to votech school or to college it's the same thing. I don't see why this is so different. Again, to me that's a flag. If they're not invested enough to put that time in, how good of a manager they're going to be on the back end. We have people that come in and they don't know anything, and they learn, and they grow. And people come in and say I know everything already. Manage to get them through by the skin of their teeth, they go into the program then a year or two they washout because y'all didn't teach me that. Oh, yeah, but you knew everything coming in. We didn't know anything. You knew more than we did.

Again, you're dealing with personalities. You're dealing with all of those different variables. I think the other piece is, I don't know, maybe it's a misconception about what rehab is. Again, if they're adjusted to their blindness first cause sometimes they have to do a month or two of that or they might have to do a whole program. Once we put them in the kitchen, we don't want to have to worry about them functioning as a blind person. We want them to focus just on Randolph Sheppard. Just on the kitchen stuff. And those are the ones that are successful, you know.

So I know like, again, to me I think it's about word of mouth, marketing. You have to demonstrate it's a worth wild program to be in. I mean, when I talk to people about it when I'm hiring people, you know, I just hired Marcus and talking to kitchen people and all, the state is giving you a business. They are handing you a business. If you can't do four months or six months of training for somebody to give you all your front inventory, all your equipment, all your rental for your property I don't know how else you can sell a program if somebody's giving you a business. If that's not a selling point, I don't know what is. They're just being handed over a business. That's like, stuff like that doesn't happen unless it's like legacy, a family business and it gets handed down to the son, or daughter, or whatever. The state is giving you a business. I mean, that's what I tell them. They're giving you everything you need to walk out. It's a start. It's up to you to make it fly after you get your training and inventory and everything else. I think it's word of mouth. You know, every year when we do our convention, we always have a special slot just to talk about Randolph Sheppard for people coming through who don't know to try to promote it. You know, let people be aware. I don't know, my biggest concern is pre‑Covid post‑Covid Randolph Sheppard cause I know it's a different world out there right now. (Inaudible) bounce back a hundred percent, but the potential is still there. Always about the potential, you know, with what can be achieved. A lot of times that's up to the individual.

SHELLY LEJEUNE: I would like to make a comment on that. I agree with what you're saying, Lynn. A hundred percent true. But the problem is we're not getting younger people coming in. A younger person would (inaudible) that a lot quicker than an older person. And that's one of the people, I'm sure Kevin knows the person I'm talking about that actually lives about a block from here that is interested. But he's not going to go spend a month, four months or nine months training when he already knows it all. He knows a lot of stuff.

FRANK GAFFNEY: This is one thing talking to Lynn about and would work in our favor. I believe Lynn is working on a project that a lot of other states are working on. Now it's Lighthouse of the Blind. It used to be Chicago Lighthouse of the Blind used to have a school for the blind. While they're there at the training they'll be able to take a lot of different courses at the same time while they're already there they can be put into the program. Have you talked to anybody yet, Lynn?

LYNN BLANCHARD: I didn't hear anything you said.

FRANK GAFFNEY: About the Chicago Lighthouse for the Blind.

LYNN BLANCHARD: Oh, you're talking about‑‑

FRANK GAFFNEY: Yeah, the programs.

LYNN BLANCHARD: What used to be Hadley.

FRANK GAFFNEY: Right. I was telling them you were looking into it.

LYNN BLANCHARD: Yeah. We've been talking about that for a while. That's for the academic piece. We do a lot of that, but they have it so moduled(sic) out that if there's a way we can roll that in to where they're doing that in conjunction while they're with us that's just even more, that just gives them more credentials. Trying to figure out a way to do that because the state has to pay directly for that. I'm sure, I mean, I haven't had the conversation I need to have, but I'm sure they would accept money from anybody. But yeah, that individual has to pay, it's cheaper if you do all the modules at one time. And then if that can be done while they're in training at the same time, it's just going to give them more credentials, that's all. I'm trying to give you the best product you can get coming out the door. If that helps us create better vendors, then I'm all for trying to figure out a way to do that in conjunction with what we do.

FRANK GAFFNEY: Kevin, didn't we get that approved for rehab for those modules? You told me we did.

KEVIN MONK: I mean, I don't see why we can't do it at this point.

FRANK GAFFNEY: We were talking about those micro market modules.

KEVIN MONK: Yeah. No. We were talking about for the new training. But yes, for existing managers. If existing managers want to go through and do some like upward mobility to learn micro markets or learn whatever, open up a VR case and do it.

FRANK GAFFNEY: That would be great worked in with Lynn cause they're already there and already doing computer training.

KEVIN MONK: Right.

LYNN BLANCHARD: I'm just curious since he said the word, I was wondering has the micro markets, I mean, has that taken off anymore in Louisiana compared to the other states?

STEVEN DEBRUHL: No. Not really. We had the one still at LWC. Actually, Michelle and I and Mica‑‑ part of the problem is the kiosks are not accessible to a blind person. That's part of the challenge. So Michelle, it was a dual operation, she was doing a lot of the back‑end work. We met with Three Square Marketing and got Chris who used to be a manager in Georgia, and he's been working with them the last two years. So it is pretty much a hundred percent accessible on the front end to a blind person as well on the back end. He sent us a bunch of information and we'll take a look at that. The problem with a micro market a lot of people in here they don't want to touch it. They think people are going to rip them off. Even though everybody thinks that. Shirley, what were your thoughts on setting up a micro market as opposed to vending machines?

SHIRLEY MCCORKAL: The thing you said. The theft is your biggest deterrent. Especially, I hate to point out state buildings, but you can talk to state building managers and they'll tell you how much stuff walks out their building. Whether it's managers or theirs. A lot of stuff walks.

FRANK GAFFNEY: I was on a pod cast with Virginia the other night and (inaudible) with all the government locations and everything they're putting in 63 new micro markets.

STEVEN DEBRUHL: Used to have cafeterias?

FRANK GAFFNEY: Yeah. Places like that that have been closed two and a half years, now they're switching to micro markets. Sixty‑three of them fixing to bring in.

STEVEN DEBRUHL: But I do know they're all over. My nephew is in the business, and he has seven of them. His philosophy is he loses as much out of vending machines as a micro market. There is shrinkage, but it's 1 percent, 2 percent range. And he makes so much more money with the micro market. He's like in factories and places like that. So it kind of depends on the environment and the management of that building. If it's understood that you steal from a blind guy, you're going to lose your job, it cuts down on a lot of your theft. If you have a situation where people can come and go and there's no consequences, that's another situation.

FRANK GAFFNEY: That's one of the problems we have to have a backup on it. I believe any state manager in here that has a location will tell you that security and cleanup steal from you. And you have it locked and they'll get a key somehow or another. Emma, they went through the door.

EMMA PALMER: Yeah. They tore all the bottom out the door. They told me I couldn't change the locks and I did. And they went, it was closed for the holiday, and I came back, and they told me I was going to have to replace the bottom of the door. Tore the whole bottom of the door up trying to get into the lock.

STEVEN DEBRUHL: Told you to replace the door?

EMMA PALMER: And I did. I was okay cause they didn't get in and get it. I knew they was stealing the drinks out of there. After the head of security told me I was going to have to fix their door.

FRANK GAFFNEY: When you fill up your coolers at night before you leave, and you come in the next morning and there are missing spots.

EMMA PALMER: But he never told me I changed the lock.

STEVEN DEBRUHL: But he knew cause he tried his key, and it didn't work.

EMMA PALMER: I don't know who tried. Who was doing it. But he never said the lock was changed. All he told me is that you're going to have to replace that. Fix that door where it's torn at.

STEVEN DEBRUHL: That's not real supportive.

SHIRLEY MCCORKAL: I would like to ask Kevin a question. I've asked years ago how come these counselors that talk to prospective managers don't come to these meetings. I have trained a lot of people in New Orleans and half of them said oh, I didn't know I had to do this, or this was going to be like that. So if we're not getting the right communication, I think they need to come to these meetings.

LYNN BLANCHARD: I just have one comment on the back end of that too. Vocational services, the number one objective is to put people in jobs, correct. So it always baffled me, Randolph Sheppard is probably pretty close to a hundred percent placement. I mean, if it's not a hundred percent, it's like 98, 99 percent placement. I would think that we wouldn't be able to keep up with training people if the counselors understood that simple thing.

STEVEN DEBRUHL: They do. They do. The thing is depending on the person. Like 20 people coming a day, hey, can I get into the Randolph Sheppard program. That's not the way it is. We're trying to actively tell them. Kevin, I think you went through LRS. They probably told you about Randolph Sheppard, but you had other plans with your life. You didn't want to be in Randolph Sheppard.

KEVIN MONK: We want people in the program. I mean, we need people, we want people, but we want people that have, you know, an interest in business and that are going to be, hopefully, we think have the tools for success in the program.

MICHELLE DUNCAN: Yeah. I mean, Lynn, I've interviewed one girl. She never had a job. She never cooks. She never done anything. And she wanted the Randolph Sheppard program. I mean, I can't. I advised her to go work with, go get with one of these managers, work with them for 3, 6 months and come back and see if that's something. And wouldn't do it. Didn't do it. I mean.

LYNN BLANCHARD: I get it.

MICHELLE DUNCAN: There is some people that you look at and you know that hey, look, there's just no way. I met with one guy, really thought he would do really good in the program. I rethought about it, and he thought about how he would have to get there and do this. He backed out of it. He didn't want to go through the program.

SHIRLEY MCCORKAL: Re‑enforce that to the clients because it's not getting across. Because I've had several people I've trained oh, I didn't know I had to stay this long and work all day. And I have to do this.

MICHELLE DUNCAN: Because some locations, you know, as Shirley knows, she has to work. She can't just go out and hire somebody and say hey, run this location for me and take in all the money. So some people think once they get in that it's going to be a gravy train and they're not going to have to do anything, but that's not true in the Randolph Sheppard program. You literally truly have to work.

SHIRLEY MCCORKAL: I think counselors ought to come in at least once a year or something to these meetings to understand to go back and tell their clients exactly what Randolph Sheppard is about.

STEVEN DEBRUHL: That's what Kevin just said. Later this month.

KEVIN MONK: Next week, next Friday.

STEVEN DEBRUHL: Next Friday he's training all the counselors are going to be there. Frank's going to be there.

SHELLY LEJEUNE: How often do they get this training?

STEVEN DEBRUHL: You know Randolph Sheppard's there. You know the program.

KEVIN MONK: It's been several years since we've had it. We had Covid. We had different things. But since I've been here we've done several trainings and it was done pretty much annually for quite some time.

LYNN BLANCHARD: I have noticed though that when we have a full house or when we really got a lot of clients and then we have two or three doing the training, sometimes the people who are just in the adjustment phase, that's where they're attracted. And sometimes we do get them from that prospective. Because they're watching their peer doing it and interacting and getting involved in it. I think what Shirley's trying to say is, you know, just hearing about it is good, but it's not enough. And like you said, you're trying to explain it to them. I mean, we get clients that have nothing to do with Randolph Shepard and they want to do some bazaar thing that once we do the assessments, we know they're not going to be able to do that. I guess it's exposure. How do we get more exposure of the program, the ins and outs, the ups and downs to where people can really consider that as a viable option. Cause other than just seems word of mouth more than anything.

STEVEN DEBRUHL: When you have your statewide conventions we'll have somebody over there. Michelle and I will go down. But to me you don't really want to try to sell this to someone. I could sell it to them. Hey, man. You can get a free (inaudible). Own your own business. Things will be great. Guy gets there, I don't know. Not looking to sell it to someone. If someone's entrepreneurial and that's their personality. They've had business in the past, had their own business. But even sited people who have their own business out of 10, 4 of them are going to fail. It's a challenge to try to get someone who has the business acumen as well as the desire to get up early and make breakfast for people. Not a lot of people like that out there. We're looking for them, but we're not (inaudible) that's for sure.

SHELLY LEJEUNE: This is Shelly. I would like to put a plug in for ABL because October 28th, 29th and 30th they are having a state convention here in Baton Rouge at the Marriott on Friday afternoon at 3:30. We will be dealing with Randolph Sheppard.

STEVEN DEBRUHL: When is that, Shelly? Say it again.

SHELLY LEJEUNE: October 28th, 29th and 30th ABL is having a state convention at the Marriott in Baton Rouge. And the Friday afternoon, I'm pretty sure it's at 3:30 they are having a Randolph Sheppard section.

STEVEN DEBRUHL: The idea is to get people, let them know what that is. That would be the way to do it.

SHELLY LEJEUNE: Mainly be an open session. Come in and say what you want. Ask anything you want. And Kevin, you will be there, right?

KEVIN MONK: Yes. I just got my invitation. So yes.

STEVEN DEBRUHL: I guess I'm still waiting on mine, Shelly. I know the postal service is kind of slow.

SHELLY LEJEUNE: Yeah. Very.

STEVEN DEBRUHL: We have some representation there as well. And any other statewide convention. It's a lot easier to fish where the fish are. If you have 200 blind people in one location that's where you want to put yourself in a position to talk to them. Just waiting on people to come through the 7th floor of our LRS office, I can't tell you the last time a blind person came in there in the last year. We got our own challenges at LRS, employment, you know. So the counselors we have, they're coming and going because they're getting all the better jobs. Not better jobs, higher paying jobs. We have our own challenges to get counselors to be there when people do come. The ones we have left are having a lot more cases than they used to have. It's a challenge all the way around. We beat that one to death.

CANDICE LINVILLE: Is there any way to find out like how many blind people we have within the state like coming from like a school level? Some type of database.

STEVEN DEBRUHL: Maybe Nancy, why don't you introduce yourself.

NANCY RAWLS: We would have a list of school age. This is Nancy Rawls. And I've been at LCI, but now I'll be at the district. And this might be out of order, but I can't stay too, too long. When the cat's away the mice will play. But hopefully, you know, sitting here and hearing this I know Randolph Sheppard used to be more active on campus or we had a better relationship. I will be the transition coordinator for our district which will cover all of that. It's a new position that we put in. You know, and I really think we need to strengthen the relationship because we do have a little vending program where they serve coffee to the teachers. But is the perfect place to start exposure. And, of course, we're a small school, but that would be a great audience because they come out with some of those basic skills, and they would have a little prior knowledge if that is their niche or if they think they would be interested.

And so I would like to think that we could start exposing our kids and just talking about it. Even if we take field trips downtown to some of the facilities so they know. Because our students don't know about it and that's our fault, I'm sure. But they just don't know. We just don't hear about it as much once the Reado's, you know, Mr. Reado's son is still at the dorm, but it's just not talked about at the school. I think if we, and this is hard to say, but if we asked our students, we polled who knew what Randolph Sheppard was quite a few of them would have no idea. I think that's our job as school and district employees to try and build that back up and work with you guys to try and help us give them really good information. Cause I'm just learning about it myself. But we do have a list. We have access to a list through our aim center of the number of blind students in the state. We keep a registry of that.

STEVEN DEBRUHL: Those are students 22‑years and below.

NANCY RAWLS: Exactly.

STEVEN DEBRUHL: So that's Louisiana School for the Visually Impaired.

NANCY RAWLS: But at least if we could plant the seed when they're young then when they get older, they might consider it because it wouldn't be something quite so new that they've never heard of.

CANDICE LINVILLE: And then once they get out of school and they go to try and get a regular job. I mean, that's what happened in my personal case. I wanted to do this. I wanted to be a hair addresser. And you keep running into walls and you go, okay. Well, maybe the blind program is the better way to go because it's for blind people. So and as far as the VR counselors, you know, through Covid, you know, I got reenlisted into that and I think I had three or four voc rehab counselors and not one of them knew what the Randolph Sheppard program was. And I get that because they're rotating in and out.

SHELLY LEJEUNE: They don't. I'm telling you, they need to be required to come to these meetings occasionally because they can talk to vendors who have the experience and let them know what the problems are. Emphasize that we do need more managers.

KEVIN MONK: The issue we're having with staff is that by the time, like Steve said, by the time you get somebody in, and they get six months under their belt, maybe they go to a new job somewhere else, get a promotion, whatever. So it's a constant rotation of people. Frank can tell you in Shreveport we've had, how many, Frank?

FRANK GAFFNEY: Five. At least five.

KEVIN MONK: It's been several in the last two years since Jackie retired.

FRANK GAFFNEY: We had one that was great. Knew what she was doing, everything, and she got promoted to a supervisor.

MICHELLE DUNCAN: Well, the Baton Rouge VR counselor is no longer a VR counselor for the blind.

CANDICE LINVILLE: But is there not a supervisory position? Like on Shirley's point that is over the VR counselors or is that, Melissa?

MICHELLE DUNCAN: No. There is.

CANDICE LINVILLE: Have someone appointed to be at our meetings so it stays in the front of their mind.

KEVIN MONK: And the other thing we might want to consider is that, you know, we always have the meetings in Baton Rouge. Could you move them around to make it easier for the VR counselors to get to them. Because somebody from Shreveport, that's at least two days out of their schedule to come to a meeting. That's another alternative. Maybe something to consider, you know, at some point is, you know, moving around, making it easier for them as well.

EMMA PALMER: They could be on Zoom while we're here in the meeting and still be in Zoom.

STEVEN DEBRUHL: I guess we can do that now. The open meeting law.

EMMA PALMER: The blind coordinator, he just had that new phone they got and the lady that was demonstrating it he had her on a video thing and then he had other members that was in Texas and stuff, they were on Zoom listening to it, and they asked questions and everything.

STEVEN DEBRUHL: We can try to set it up for the next time around. I thought of that too. We had better attendance when we were doing Zoom. Somebody from New Orleans, they can't drive up to Baton Rouge for 9:00. Zoom, they can check it out. I'm glad I didn't drive in. This is boring. The counselors are aware of what's going on. Kevin is having a meeting next week to tell them all again. Can't bring the Bahamas to the mountains. Got Frank coming over there. Emma, if you want to go as well. I say yell at them, but tell them about the program. Y'all are here to help as well. Just not a large pool of candidates to start with.

HERBERT READO: Before Covid me and Shelly used to have a good relationship with the LSVI and prior to that I used to do the training for job orientation for the school. They used to come down to the concession stand and spend two or three hours. Two hours, spend two hours and they would come back and pick them back up. I will have them doing different tasks in the vending facility. We did that for about three years. I forgot the lady's name that was over it. But we had a good working relationship. And out of that I believe we got two managers out of Shreveport. Willie and what is the other guy’s name? I know Willie.

FRANK GAFFNEY: Willie White, Jean Washington, Emma Palmar.

HERBERT READO: That was going to the school. I got him at an early age. About 16, 17 years old.

STEVEN DEBRUHL: Who are you talking about, Willie?

HERBERT READO: Yeah, Willie.

STEVEN DEBRUHL: Let me ask you this. He graduated high school and then what happened to him? Did he get into the program right away or?

HERBERT READO: He went down and did the program down in Shreveport.

STEVEN DEBRUHL: Then he went to ABL and got trained and got into the program?

HERBERT READO: Right. Yeah.

FRANK GAFFNEY: What Herbert has now is a perfect thing for that if it could work out. In the Department of Education building and you have two managers in that same building. Herbert who does the cafeteria stuff and Shelly who does vending machines at the same location with the school.

STEVEN DEBRUHL: Is that something you can start working on for sure? If you have to go, I appreciate you coming. Not throwing you out of here, but it is a school day.

HERBERT READO: I think at one time Shelly was working with the guy with the vending machines over there.

SHELLY LEJEUNE: Yeah. At the school. Yeah. Yes. Matter of fact, you and I both went. Are the machines still being operated?

HERBERT READO: And I think a lot of the misconception within Randolph Sheppard is they're not putting names within Randolph Sheppard. I think if you start putting names. I thought about that the other day, these past operators. I'm grateful for Randolph Sheppard because of these past managers. The Jack James and Sam Pastrow and all these old, Odell Wall and all these other guys that really came through this program that gave us the opportunity. So I'm really grateful for that, for this opportunity. My kid told me one time, dad, why you don't get a place outside of Randolph Sheppard. You know, outside of the thing. Why would I do that. I have a unique opportunity right here. Like Lynn said, a lot of stuff was handed down to me. So we have to take advantage of some of those opportunities. And this is a wonderful opportunity. A lot of people just don't know it. Now don't get me wrong, it's a lot of misconception cause they think they're going to come in here and make money and not do the work. You have to put the time in.

NANCY RAWLS: But that's the next generation, unfortunately. It is not unique to Randolph Sheppard. You know, they change jobs rapidly. You know, and that's just across the board. It's not like back in the day you stayed in the same job forever and you put the work in. But thank you, guys. We will definitely be in touch.

STEVEN DEBRUHL: I appreciate it.

FRANK GAFFNEY: Thank you very much.

CANDICE LINVILLE: I agree with that, like catching them while they're young. I have met numerous people that I've just seen out like at Home Depot or whatever who are blind, and I see them because they're there with, seems like always an older parent. And I will approach them, and I've given them Kevin's information. And none of them even seem interested. But they're older. So they don't even care. They probably have already been on disability. Their parents are taking care of them. And even though they're 50 they're not thinking about the future or whatever and they have just never been independent. So I think the youthful is just the only way to go.

FRANK GAFFNEY: If we're going to micro market you have to get the youth more into computers. People we got now, but there's some exceptions in here, but not into computers. Micro market, you have to be able to do some of that stuff.

CANDICE LINVILLE: Correct. But then again, technology is what's helping all of us see and function better.

FRANK GAFFNEY: With Lynn over there one of those models is micro markets. That's something we push the managers to tell them about it if that's authorized.

MICHELLE DUNCAN: Managers need to have computer course classes as well.

CANDICE LINVILLE: Correct. And Excel would be highly recommended. They didn't have that in our day. I think we had Word Perfect.

MICHELLE DUNCAN: Excel and being able to just send an email. Because I have several managers that don't even want to deal with emails you know. I don't do that. Well, you complain cause you don't get your mail and you get your mail three weeks late. If you get in the email and I can send you an email and you can see it that day, you know. But I have a lot of managers that don't do that.

FRANK GAFFNEY: This is out of the point, just when this came up it reminded me. I know everyone in here is going to get a good laugh out of this. John Burke is going to go to computer school for nine months and become a teacher.

CANDICE LINVILLE: Oh, my goodness. And teach what?

SHELLY LEJEUNE: May I ask what kind of teacher?

FRANK GAFFNEY: He says he can be a math teacher or history teacher.

MICHELLE DUNCAN: He ain't going to go to school for nine months to learn how to teach that.

FRANK GAFFNEY: And I know that, but he's going through the VA. And now the normal course is nine months.

SHELLY LEJEUNE: Have to teach himself first.

FRANK GAFFNEY: The next thing on the list is medical stipend which we've already been through.

MICHELLE DUNCAN: Yeah. And Steve stepped out. Here he comes. We just got to medical stipends.

STEVEN DEBRUHL: Chauntey has been instrumental in getting those out for us.

CHAUNTEY CARTER: Of course.

STEVEN DEBRUHL: I don't think‑‑ Bobby Pile just did his paperwork, but I think after he gets in there everyone else is in there. And if you haven't received a check yet, it's on the way.

SHELLY LEJEUNE: I got mine.

STEVEN DEBRUHL: You got yours already? Did you get a check or was it direct deposit?

SHELLY LEJEUNE: Check.

CANDICE LINVILLE: I got my check yesterday.

STEVEN DEBRUHL: Yesterday? You got a physical check as well?

CANDICE LINVILLE: Physical.

STEVEN DEBRUHL: That's good.

FRANK GAFFNEY: And again, thank you, Michelle, for getting into that program where we can check to make sure we have correct addresses.

MICHELLE DUNCAN: Everybody’s addresses have been updated as of a month ago. So if you've moved in a month, let me know.

STEVEN DEBRUHL: Lagov website.

MICHELLE DUNCAN: Yes.

STEVEN DEBRUHL: No matter what Chauntey might have as your address, it's whatever's in lagov is where that check is going. Michelle was very diligent in making sure everybody got the correct address. Want to thank her as well.

FRANK GAFFNEY: When it comes to any of those checks, it has to go through that lagov. All right. Next thing on the list is BEP tag manual update.

STEVEN DEBRUHL: Okay. Explain what these mean. So BEP stands for business enterprise program. That's basically the law that sets up the program. It's called a rule. Rule number five. That's where the definitions are. The law that dictates the program. The tag manual is taking that BEP information and flushing it out, you know, maybe putting policies and procedures to it. But the BEP is the law and then the tag manual is our interpretation of the law. The BEP manual is like 30 pages. The tag manual is like 100 pages. So originally, we got set up, you know, we did the BEP. We did the rule. Got sent to RSA. They approved it. And then back in 15 the Rocky rule, the Heightmeyer and Terry and Rocky and all them changed the law. When they did that there were certain changes made to the BEP which had to be reflected in the tag manual. Anytime you change the law you have to what we call promulgate it. You have to post that these are the changes we are proposing to the law. Do like a impact statement, a financial statement. It's going to cost money. And then once it gets approved then changes the law. Well, they messed up last time cause the legal definition of blindness is 2200 in your best eye. In the law they put 2100 so that kind of opens up the program to a whole bunch of people. But not everybody reads the BEP like Frank and I do.

FRANK GAFFNEY: I read it on the way down.

STEVEN DEBRUHL: So instead of saying the word eye they put the V instead of a Y. Your best eve. We started with those changes and then we got with Terry Smith, and he looked through it. He said, man, you got a bunch of changes. Frank, Shelly and Candice and I have been going through it. So we made all the changes to the BEP. And then we'll have to send that to RSA to get the changes made. One thing we're holding up on is that definition of equipment. That's what we want to do to make sure we got that correct. So we're making those changes soon as we get the definition of equipment. And then we're going to update the tag manual as we go. Cause you got to send everything to RSA. In the past they would just say well, show me what you changed. But now they want to look at the entire, you know, BEP, your rule. Then they want to look at the tag manual. So before we submit everything to RSA, we need to polish that tag manual. That's another thing that John, the attorney, we're going to run it by him to make sure everything looks good, copasetic. If we send the BEP to RSA, we can get that done. Still get the tag manual updated to go with the BEP. A focus over the next three or four weeks. Any questions?

FRANK GAFFNEY: Next thing is vacation pay.

STEVEN DEBRUHL: It was voted on. We had an election. It was close. Thirty‑four to nothing. Everybody decided to give themselves vacation pay. One thing we talked about in the past is we're going to make a decision in the trust fund meeting. When we're going to do it. How much we're going to do it for. I took Chauntey's medical stipend paperwork and updated it for the vacation paperwork. So it's going to be a very similar set up as far as logistics of getting money out the door. Originally, we talked about doing this the check would come out around end of November, beginning of December. If that's something we want to start aiming for right now.

FRANK GAFFNEY: Yes. Speaking for everybody. Steve's been working on it full‑time.

STEVEN DEBRUHL: Basically just everything's done. Everything's good, approved. Like we can only spend money, you know, federal government there's certain things you can spend money on. Management fees. Vacation pay is one of them. It's a legitimate expense as allocated by the federal government. Other states do it. We have no problem doing it. But there's no match involved in that. So that's going to come dollar for dollar straight out of the trust fund. Whereas before you get 80 percent added. This will be 100 percent trust fund money. You want to maybe push that down to the trust fund, we'll talk about that?

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: The dollar amount. Okay.

FRANK GAFFNEY: In the letter I proposed, I'm assuming basically the same, put in there depending on availability of money. If we ran out of money, we can make it less. If we get all those hospitals, we can make it more.

STEVEN DEBRUHL: Exactly. Also set up for like fair minimum return. This is I think the cleanest way to do it. Every manager would get X amount of dollars whether it be 500 or a thousand. But we'll address that here in a little bit. Update on locations. Candice just walked out, but we just transferred the I10, I59 welcome center from Candice to Anderson Lee who was awarded that contract. And I want to give a compliment when she comes back in, but she set Lee up with everything he needed. Her inventory was spot on. Everything was fresh and in place. So we're not going to have to buy Anderson anymore product because Candice left it in such good shape.

LWC, we had changed since our last meeting, I think. Zora was over there and just wasn't getting it done. So he was serving as an interim manager with his full-time location being the Baton Rouge Post Office on Florida Boulevard. So basically, we placed him as the interim manager with Tony Magura. Tony's been there a month now, five weeks. He's facing some challenges and that's one reason he's not here today. He's trying to get the place in better shape. The quality of the food. You have vending machines. You have the market with coolers and the shelving. And then he makes breakfast and lunch and puts it in the warmer. That portion has been going really, really well. There's need for improvement in some of the other areas and we'll work with Tony to make sure that happens on a timely basis.

Delgado is kind of picking back up. More people on campus, but it's still not where it was in the past. Did have an incident at Delgado Sidney Collier where a customer came in, she ordered all this food and it's like 18‑dollars. He tells him I only have 14‑dollars. Well, it's the first day of school, I'm going to cut you some slack. Charged her 14‑dollars. She comes back the next day, orders the same thing, he tells her it's 18‑dollars. She said no. It was 14‑dollars. No, that was a special deal for yesterday. So she goes on a rampage and starts knocking all the stuff off the counter, picks up the coffeepot and throws it up in the air. And in the meantime, she tried to hit Radel. She pushed him on his chest and tried to slap him. So his 65‑year old employee, she comes from around the counter and picks up the coffeepot and throws it at the woman. They actually kicked the woman out of school. But Radel's, she's been temporarily banned, his employee, because she threw the coffeepot. We're waiting for the final determination if she can go back to work over there or not. The guard did say she was protecting Radel, who's a blind individual, from attack. She'll find out today if she can go back on campus.

EMMA PALMER: That was a real situation.

STEVEN DEBRUHL: Oh, yeah. The main campus, Delgado, City Park, Hasan has been doing that. He's been doing good pretty good with it. A lot of catering. Still have the Einstein location that's closed on campus and they're not really pushing us to open up. We've talked about it. That's the one that's Einstein Bagels.

HERBERT READO: That's not opening back up?

STEVEN DEBRUHL: The thing with Einstein Bagel, like Lynn‑‑ where's Lynn at? So you do have to train with Einstein Bagel. It's a franchise. So part of the deal is you send two people to bagel university in Colorado. In kitchen training out there for a week and a half. So and then the Einstein people inspect you and they have an outside inspector that go by your location, and you have to adhere to everything that Einstein does. And then also got to adhere to Mica’s inspection. So the debate was when we do open that location back up, do we want to stay with Einstein because there's value in that name. Candice made a lot of money with Einstein. Or better served just making like a coffee shop without the Einstein logo. Because with Einstein you do have to pay, I think it's 8 percent. Seven and a half, 8 percent of gross sales. And Candice is doing it by the book. Scott, on the other hand, was not as prompt in his remittance to Einstein. A whole other level of oversight. Is it worth doing it or not. Right now they're not pushing us to open back up. But all the equipment in there belongs to Delgado and, you know. But there's just not enough people on campus at the moment to open that back up to compete with Hasan. And he's doing better. Doing a lot of catering. Over the counter is really not that grand.

HERBERT READO: What about the machines at Delgado?

FRANK GAFFNEY: Candice stepped outside. I say this, she told me the machines are doing a little less than half of a normal time.

HERBERT READO: I mean, she's going to continue to do the machines or what's going to happen with the vending machines since it's no longer Einstein?

STEVEN DEBRUHL: She's continuing to do them right now. But I was thinking that might be a topic we should have right now, a discussion.

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Originally, the way it all came about originally was Scott had building two. Long before it used to be New Orleans votech school. It was on the same footprint as Delgado. Delgado bought it. Scott kind of got grandfathered in. He got the little snack shop in building two and then the vending machines over there. And then Aramark had the food service and then they pulled out. So they came to us and said take the whole thing over. So we did that. And then Scott got sideways with the inspector from Einstein. So we ended up removing Scott from that Einstein location. Einstein and those vending machines are part of Candice's. The machines in building two back there is Candice. And then Hasan has all the other vending machines on campus as well as there's a west bank campus, New Orleans east campus, which is Radel. But he has a nursing school, which is another story. And then one of the DMV. Originally it was all under one manager, Scott McGee. But then we broke it back out to try to save Einstein. The question is with one of the managers we have now, do we want to combine those all back together under Hasan? Or what do y'all think would be a better way to go? Herb.

HERBERT READO: Yeah. I'm all in favor of putting it all back together. I think that's the way it should go. It's not making as much as it used to be anyway.

STEVEN DEBRUHL: No.

HERBERT READO: A long way from what it used to make.

FRANK GAFFNEY: Basically you have to have a full campus to make it with Einstein. All the overhead.

HERBERT READO: Don't look like that's going to happen.

STEVEN DEBRUHL: With Einstein you have to buy what they basically tell you to buy. Come October you have to buy that pumpkin spice. She has to throw a lot of stuff away. Make a lot of money on it, but again, you're obligated to buy a lot of stuff that you really don't want to buy from them. You can't just buy some cream cheese. You got to buy six different types of cream cheese.

HERBERT READO: How much machines is it, ten?

STEVEN DEBRUHL: Approximately, yeah. Maybe eight.

FRANK GAFFNEY: On Candice's side or on both sides?

STEVEN DEBRUHL: Candice's side. I think there's eight.

FRANK GAFFNEY: I think it was eight.

STEVEN DEBRUHL: Yeah. Something like that. They're all concentrated in that building two which is back of the campus.

FRANK GAFFNEY: Two of them upstairs, I think. One of them you know those shallow four walls that just put it up there to keep people happy.

EMMA PALMER: Hasan, do he want?

STEVEN DEBRUHL: Oh, yeah. He does. He's been doing well. Candice might say she saw a vending machine that wasn't full. But by in large Mica spends a lot of time with him. He goes over there. He's been doing well with the food. He had a nephew that was doing the vending machines for him, but he ended up leaving. But he's got another fellow, his nephew's friend that's been doing the machines. Mica was out there showing him how to do it. He's very attentive and he's doing a good job whenever we go by there. Might be times he falls off. But he who cast the first vending machine stone. Even the best managers have some empty spirals from time to time. I think he's doing a pretty good job. And again, based on the managers we have now, or the lack there of, I think it would make sense to combine that back together. Well, that's something we can put up. When she comes back if you want to maybe vote on that if that's something you want to do. Let's hear from her when she comes back in.

In the meantime, Central Hospital in Alexandria. When we changed the law, Terry and Rocky did back in the day, the very last minute the Department of Health stuck an exemption in there that if it's an overnight facility under Health and Hospitals it doesn't apply to them. So Central Hospital basically gave us walking papers up there. Craig had that location. But they sent a letter saying they gave us a 90-day notice that they no longer want us to service the machines. Talking to David, he doesn't think it's a great big loss. He had a few good machines, but I think they had ten or 12. But they're constantly being beat up by the patients. But that one's going to be gone here shortly. George has picked up half the vending machines and we'll keep the 90 days and then move out shortly thereafter.

HERBERT READO: Does he has another location?

STEVEN DEBRUHL: Well, that was the thing. It is a state facility. If you wanted to put the vending machines out, you need to put it out to bid. David asked them if they did that, what are you talking about. But Lee D vending did get the contract. Also Jay's Vending right there in that same area. I think Jay was going to try to make a stink about it. They didn't put it out to bid. They went directly to Lee D. That may or may not be proper. But I think Jay is challenging that.

FRANK GAFFNEY: He was saying he was going to do it to help us. What my understanding. Because he has made the statement to Donald, cause Donald knows him, he didn't want nothing to do with it, too much problems. He had it before, I think.

STEVEN DEBRUHL: Yeah. The machines are actually in cages up there and they still get through the cages and break the machines. Craig was the manager and according to Dave, Craig was not that upset about the situation. He's looking to move on from that. That's what's going on in Central.

FRANK GAFFNEY: There's still a post office up there.

STEVEN DEBRUHL: Right.

FRANK GAFFNEY: Small, small.

HERBERT READO: That used to be Virginia place.

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Craig has been inquiring about the I10 Vinton Welcome Center, when we are going to put that out. So right now the next plan was going to be to put out Anderson Lee's Jefferson Parish location. But one of the prime candidates is Alex George who's at New Orleans criminal court with a snack bar. An update for him. But Alex is having some medical issues so he's actually out right now. Jefferson Parish, we have the building where Anderson is. Then we have the courthouse where Pinky is. Also, we just found out recently that Pinky is planning on moving out of the state to Virginia towards the end of the year after Thanksgiving. That's where she's from. She went up there last weekend, talked to the people about establishing her coffee shop up there. That went very well. So they're going to be putting their house up for auction in the next couple of weeks, I think it is. And then depending when they close, she's going to give us a 30-day notice at that point in time. That's one we're going to have to put out for bid at some point. That's a very old location. Mr. Bowman was there for fifty years. But he had coffee and a mug and powder. What Pinky's been doing is making cappuccino, specialty coffee mixes. And she's been blowing and going. Doing really well.

FRANK GAFFNEY: Energy drinks, smoothies.

HERBERT READO: Are we going to be able to continue that or how that's going to work?

STEVEN DEBRUHL: See that's what I was just talking to Mica about this. He's no longer with us, John Burt, but I remember when John Burt went over to Delgado, they had the Starbucks. Well, he tried it like a day. Everybody wants Community Coffee. He basically just closed it down. But that's part of the program. It's an entrepreneurial program. So if you go into a location, we don't want to prohibit you from making the changes you want to make to run your business. But if something's being very productive, seems like you want to stay with it. Or could we structure the bid it has to be that way. That was my next question.

FRANK GAFFNEY: What are the gross sales on that?

STEVEN DEBRUHL: Probably the top five.

FRANK GAFFNEY: I know what they told me.

STEVEN DEBRUHL: Probably about 280.

FRANK GAFFNEY: The insurance is 250.

STEVEN DEBRUHL: There's great margin in coffee, as you all know. She's making her own energy drinks. She has about a buck, 97 cents, I think she said. She's selling those for 5‑dollars all day long. Like her own mix of a Monster Energy drink. It's been going great. Whoever takes over that location, hopefully they keep it like it is. Or we can structure the bid where this is what the location is. A coffee shop, blah, blah, blah.

HERBERT READO: It used to be all prepackaged.

FRANK GAFFNEY: My understanding is she's talked to the people from the coffee companies that she deals with, and they had said if the next manager wants to stay with it that they would train them.

KEVIN MONK: A lot of it depends on what the host wants as well. If the folks in Jefferson Parish Courthouse are happy with what's going on and they want that to continue, you know.

FRANK GAFFNEY: We'll have to talk to them.

STEVEN DEBRUHL: They're very happy there at Jefferson Parish. In the meantime he called me, Steve, I don't know if you know this, Rocky's telling everybody they're moving and put his house up for sale. I'm aware. I told him Pinky is from Virginia and her parents are up there and she wants to be close to her mom. I don't know if that's true or not. Okay, cool. Everybody's calling me. I don't know if Rocky's trying to drum up business to sale his house cause he's telling everybody he's got his house on the market. Kind of wish he wouldn't do that. Told Eric to keep it on the down low. Want to move, that's fine. But it's creating some confusion.

EMMA PALMER: But let's hurry if Pinky do because you don't want Rocky to have to run it.

STEVEN DEBRUHL: Rocky's moving with Pinky whenever they move. Two minds. But they're intertwined, those two. You can't have Pinky without Rocky. You can't have Rocky and keep your sanity at the same time. On the other locations, thanks to Michelle, we got an update on the building occupancy for Office of State Buildings. Right now LaSalle has been pretty steady. Last month 684 different people came in that building. 661 two months before. Iberville is hanging pretty steady. Last month they had 473 people. 580 the month before that and about 530. Getting back to about 500 people in that building. Bienville got 568 people last month which was up from 325. Definitely more people back in the building. Galvez, 629 people which is an all-time high since the pandemic. Actually, about the same amount of people back in March. Over a hundred people from May. Claiborne is at 917 people. In March they had 575. April, 452. And then May it started going up to 725. Now it's up to 917 which is probably the watermark since the pandemic. They still got people in these state offices that are working at home like 5 days, 10 days a pay period. Work at home Tuesday and Thursday one week. And Monday, Wednesday, Friday the following week. There's still people that are not in the building. That's the biggest number we've had.

HERBERT READO: In the Claiborne building who would be the contact as far as when there's a meeting or event going on at Claiborne? Because one or two days I had a group come through there and I had no idea where they come from.

MICHELLE DUNCAN: I can reach out to Calvin and ask him who the contact would need to be to get us that information. It may be Billy, but I'm not quite sure.

HERBERT READO: They say it's posted on the wall, but it doesn't come out until about 8:00.

SHELLY LEJEUNE: Herbert, you know where the badge in office is? Go to that office, Clint, if he still works there, he can shoot you an email. Same area where the badge office is.

STEVEN DEBRUHL: Do you do any catering jobs?

HERBERT READO: Not really. Mostly just a coffee setup. Not too much catering.

STEVEN DEBRUHL: Poydras continues to be very low. 180 people last month at Poydras. The month before. So that's all pretty much the insurance building. Been doing the telecommuting back and forth. So it really depends on the agency. Our agency doesn't believe in telecommuting. We're all back in the office. But Department of Health, Bienville and Iberville. That's why they're up and down.

MICHELLE DUNCAN: DCFS is back and forth as well.

STEVEN DEBRUHL: Shreveport state office building had 251 people last month. That's not really a whole lot of people when you think about it, 251 people. 10 percent, one of your vending machines is only 25 people.

FRANK GAFFNEY: Emma is doing the vending machines. She can tell you.

STEVEN DEBRUHL: How is that going, Emma?

EMMA PALMER: Well, it's a smaller machine. It's doing okay, but it's not doing that great. I only have one machine. Dave is in the process of getting another one, but maintenance has to do some electrical work to get it in. So we have the machine sitting there, but there's nowhere to install it. The head of maintenance, they're supposed to run a line and put some plugs down.

STEVEN DEBRUHL: Well, 251 people, that's kind of hard to justify opening up a snack bar. That's a location that was a free-standing location. We don't have a manager for, but Emma's taking care of the vending machines for us. Help her make more money, service the machines and keep us in good standing.

FRANK GAFFNEY: At one time Emma had that as a stand. It was a satellite, but she had the whole stand.

STEVEN DEBRUHL: If you want to open back up.

EMMA PALMER: No.

MICHELLE DUNCAN: You answered that way too quick.

STEVEN DEBRUHL: The other was the CATS bus station, the Baton Rouge bus station and the Department of Agriculture. We merged that together last time because Byron Antoine served as an interim manager of both locations. He's actually been doing a very good job. Michelle, why don't you tell us about the bus station.

MICHELLE DUNCAN: The bus station, he said whoever eventually takes over that location needs to not be, the person that comes in by themselves needs to be a teaming partner. A husband and a wife maybe cause it doesn't make enough money to stand alone having an employee. And then he's had the Coke machine that is in a cage worked on for four hours and they were able to finally get in and get his bill validator removed. So they stole the bill validator out of it and all the money. But that was the only thing. There is a police officer that sits there, but he was probably sleeping at that time.

SHELLY LEJEUNE: Like you said, sits there.

MICHELLE DUNCAN: Then he had an incident where Sam’s, I didn't know actually contracts out their deliveries, and the delivery guy came, had stole some of his items and he didn't want to sign for them. And so this gentleman became irate and everybody, as in security, at the bus station went opposite directions, took off. Everybody took off. So the guy literally was going to punch Antoine which luckily Antoine said he had stepped back and had pushed the door and the guy punched the door. So he says in the mornings when he gets there, he gets there pretty early about 5:30, he says it's very, very scary. So he says he hurries up, gets Uber to stay there with their brights on facing him so he can hurry up, get in and lock the door back.

But the business itself, he's doing some really nice hot dogs, hamburgers, nachos. And then he does small items. But they do have a traveling bus that comes through and so he gives the driver a free drink if he announces like hey, look there's a snack shop. So he can get good customers from that. But, you know, throughout the day it's sometimes, I think he said the other day he did finally have a little over 100, maybe 150-dollar day, maybe. He's struggling.

EMMA PALMER: With the theft on them, is there anything they have like a little sticker or something you can put on the machine that say this is state property.

MICHELLE DUNCAN: They don't care. When we were sitting there the Coke guy said they had came to bring him another machine because that machine got too damaged for him to keep and the Coke guy said that between all the stuff that they have out there, and there is somebody going around right now hitting vending machines pretty hard, all Coke vending machines. They're literally cutting the side of the doors and he says they have already done like 68,000‑dollars’ worth of damage to machines. But they're cutting a strip and then just reaching in and taking all the stuff out. And he says it's at apartment complexes. He says it's everywhere. So people don't care whose property it is. If they want to get in it, they're going to damage it. He filed a police report, and he said the damages was 1,500‑dollars because the cop told him if it's not anything more than 1,500, they're not even going to look for him.

EMMA PALMER: My last where they pushed the glass in again at the post office, I had a talk with the postmaster secretary and that's what I told her. You need to tell those people it's state property. And, you know, those charges. And they did have a meeting with them on it.

FRANK GAFFNEY: I can tell this, years back I had four Coke machines. In a weekend they got into all four of them. It happened to be an ex-Coke repairmen in Monroe. He not only went in and dumped all the coins out, put the coin mechs back in position. Took the dollar bills out. Put the holder back in position. Brought his own Coke crates with him and unloaded my machines.

EMMA PALMER: That was during Katrina though?

FRANK GAFFNEY: He got arrested because it was just me and my wife would fool around inside the machines. So when they fingerprinted, they got some fingerprints, and they arrested the guy. And two years later it finally went to court. And I kept checking on it. It's waiting. It's waiting. I found out it went to court, and they found him guilty of a misdemeanor and he was supposed to make restitution and that was it. So I contacted, I asked where do I get that money. They said well, you contact probation. So I contacted probation. They said well, they haven't been yet. Well, guess what. He never went. He went back to Monroe and they ain't going to go get him.

MICHELLE DUNCAN: Yep.

STEVEN DEBRUHL: Who says crime don't pay.

FRANK GAFFNEY: And that was on state property.

STEVEN DEBRUHL: What's discouraging about that bus station is the guy had a crowbar and he had to spend at least three hours. It's actually in the bus station. On this side of the bus station. The guard is over here sitting in his car. If he would have drove around and made the loop, he would have seen him. I don't know if he would have done anything about it.

MICHELLE DUNCAN: They have a Baton Rouge police officer that sits out there.

FRANK GAFFNEY: Mine was a sheriff's department and it's all on video.

STEVEN DEBRUHL: This was too.

FRANK GAFFNEY: And the sheriff’s department supposed to be from 6:00 at night till 6:00 in the morning.

HERBERT READO: Did Ricky have any problems over there? They were doing the same thing with Ricky?

MICHELLE DUNCAN: No.

FRANK GAFFNEY: Candice is back.

MICHELLE DUNCAN: They were trying to break into the snack bar as well.

HERBERT READO: I think Ricky had a security system installed.

MICHELLE DUNCAN: Huh‑uh. As the people that walk around, the people that come to the bus station they say they liked Ricky better because Ricky did, he had another woman, his wife before she passed away, would help him. And so he would leave her inside and he would just walk around and talk to everybody. Like Antoine says, I don't have that luxury. It's me and I'm not making enough money to hire anybody. So I can speak to you out the window and that's about all you can get from me right now. So people aren't happy.

STEVEN DEBRUHL: But it has been closed for pretty much the whole pandemic. He's working to build it back up. Hopefully will do better.

SHELLY LEJEUNE: And there's no secret between them two, they're not the best of friends.

STEVEN DEBRUHL: Who is that, Ricky?

SHELLY LEJEUNE: And Antoine. They're at each other’s throat.

FRANK GAFFNEY: Bring up Monroe.

STEVEN DEBRUHL: What about?

FRANK GAFFNEY: Closures. State building. I mean, courthouse.

STEVEN DEBRUHL: The courthouse in Monroe, that's also Joseph. Had like a little snack shop there. Not even a snack shop. Just a counter selling candys and drinks, canned drinks. And they wanted him to open up and start selling more food. Didn't want to do that. So they also said they would like for us to move on down the line. Losing the little snack shop because he was coming in, I think staying till noon and they wanted him to stay till 4:00. Just same situation, not a whole lot of people in the building. A snack and a drink and the judges' chamber which never really does anything because it's not accessible to the public. One drink machine in the basement of that building. They don't really encourage people to go in the basement. So Joseph wanted to get out of there himself. He's still got the state building in Baton Rouge. That's another location we're not going to have anymore.

FRANK GAFFNEY: State building, there's no storage. He was using the courthouse facility.

STEVEN DEBRUHL: Got to figure out a way to get some more storage. That just happened last week. The actual pulling the trigger of it. Been talking for a little bit. That was parish. We had priority over there. They voted to kick us out. The parish did. So Shreveport area has been having some dings here. Candice, you're back and we wanted to talk to you about this. Talking about Delgado, how it's starting to come back, but not really near what it was before.

CANDICE LINVILLE: Right. It's not. So I've called Frank and talked to Frank. I get a detailed sales report. I know what they did prior to Covid verses what they're doing now. I talked to the teachers, of course, when I'm there. You know, I mean, I see it in my sales, and I see it in how much we have to go fill because it all equates to the same thing. I used to leave Einstein every day and go back there and put stuff in them. I never went more than two days. Now we go once a week and that's pretty much plenty. And I could actually feather that out a little bit more. The only reason I'm not is because one of my drink machines is down in the hallway. Anyway, every time they fix it, it's back broken again. That's why we go once a week. But they're not even half sales wise of what they were prior to Covid.

Raymond Duplessis who his wife is Dean Duplessis, he was out by the machines a couple weeks ago. He's like oh, no, we're back 100 percent. Same numbers as pre‑Covid. And, you know, and Mike and I have this conversation. They don't give you numbers of who's in‑person, who's online, who's at night and all that. So and you'll never get it. But by sales they're somewhere between I would say around 30 to maybe 40 percent. Going on my sales. And my prices have increased. So when I say they're not even half, they're really even less than that because, you know, I have‑‑ I didn't raise anything in the Coke machine because they only had a price increase of, I don't know, 5 or 6 cents a unit so I left it the same just because Coke has all the other machines on campus on full service. But the snacks I did go up and I did the $1.50. You know, the suggested one that we got from, I guess it was John or somebody. And with that I'm still, you know.

STEVEN DEBRUHL: We'll talk about what to do about Einstein and should we keep it separate or merge it back together like it was originally. I think that's what they wanted to talk about that as well.

CANDICE LINVILLE: I know Frank and I have had that discussion. And, I mean, that's, of course, all up to y'all. But I'm telling you what I'm seeing as far as the numbers are. I mean, that's just what they are. I know that would not support Einstein. Now granted, the machines I'm talking about are back in building two and Einstein's in building one. And in a normal person's mind one would be next to two, but they're actually at the very opposite ends of the campus. Building two is on the bar at the very further point from City Park Avenue which is where building one is. So I, you know, I don't know if Mica has gone up there to see the people walking around. I've talked to some of the teachers that are in building one and it's the same thing as what I'm saying. So I don't think it would support, you know, it wouldn't do what we used to do for sure. It wouldn't support an Einstein, in my opinion. Cause he said even before we closed that we were below the mark.

STEVEN DEBRUHL: And that was with your best efforts.

CANDICE LINVILLE: Right. I think I got up to, I mean, and this is when Ida hit, my best day was around nine something. And it took us to the second week to get to that. And that was on either a Tuesday or a Thursday which were our best days. But before that‑‑

STEVEN DEBRUHL: Used to do like 1,5000, 2,000‑dollars a day.

CANDICE LINVILLE: We did about 2000, 2,200 a day on those two days. You know, we did about 9,000, you know, for the week. And that's only like, that's a 30-hour week, you know. Cause we were only open from eight till two. And then till noon on Fridays. And, of course, no weekends. Now I think when we first opened after, you know, Ida we were only open nine days, but the average was like 500 to 600‑dollars a day. Which is definitely bottom of the barrel for what it was.

STEVEN DEBRUHL: Especially with everything you have to buy from Einstein.

CANDICE LINVILLE: Correct. Now they do have that new C and G model, which is convenient store gas station I guess is what that stands for, where they do offer, you limit down to what you serve, and they really give you more option of what you do want to serve. Like you can just do hot coffees. You can just do cold coffees. You can just do espresso drinks. And then you only do, I think, four bagels. And it's a limited breakfast menu, limited lunch menu. And Beau would probably be interested in doing something like that. And you already have all the equipment there.

HERBERT READO: I'm listening, but I think we need to kind of decide whether or not we're going to continue with Einstein or how is that going to work.

CANDICE LINVILLE: Now as far as Einstein goes and some people go it's a franchise, you just pay more. And I pouted about that in the very beginning when I took it over because we pay seven and a half percent in royalties to them. But then once I got in there what I did see was I also got my supplies at a greater discount than you're going to get. Like I went over my invoice with Pinky, and she does that Mojo Coffee, and she pays twice as much for her blender mix which is the powder. It's basically a powder ice cream mix that you make a frozen coffee with. She paid twice as much. So yeah, you're paying royalties, but at the same time there's 500 stores nationwide so you're only paying that 1 percent above cost.

HERBERT READO: Yeah, but how long are we going to hold onto that thinking that Delgado is going to come back?

CANDICE LINVILLE: Right. That's a whole other. I personally don't think Delgado will ever probably be what it was. But they got that new nursing school that they are building right on the corner. It's next to the building Einstein was in. And it's a seven story. I mean, I don't even know how many millions of dollars it is.

STEVEN DEBRUHL: It's a beautiful building. I rode by the other day to look at the campus. They're getting there. Probably a year away.

CANDICE LINVILLE: It's supposed to be done I think in the beginning of 23.

STEVEN DEBRUHL: Right now they have the nursing school downtown, they have staff and employees and students. But they're going to move all that whole building on campus. Should be an influx about 500 people between staff and students.

CANDICE LINVILLE: And that is right there.

STEVEN DEBRUHL: Exactly.

HERBERT READO: So we really don't know what we're going to do with Einstein yet, is that what it is?

STEVEN DEBRUHL: Like I said, I think there's two choices. Are we going to merge them back together and then what are we going to do with Einstein.

HERBERT READO: I mean, Candice would be the only manager who can operate Einstein.

STEVEN DEBRUHL: Right. If we merge Hasan, he'll have to go to bagel university.

CANDICE LINVILLE: He has franchise experience.

HERBERT READO: That wouldn't be covered for Einstein.

CANDICE LINVILLE: Well, he would have to go to school.

STEVEN DEBRUHL: When you went you were able to get LRS to pay some of that expense?

CANDICE LINVILLE: They paid for me, and I paid for Julie. So like if he was to do it their rule is two people have the certification. And especially like say if he's going to be in the cafeteria, then whoever's in there would have to have a certification. Cause they do, you know, with the inspections they're kind of relentless. They do their own inspections. They come every semester, then they send an independent auditor who also comes.

FRANK GAFFNEY: What kind of business do we get from the nursing school we already have. I know the votech in Shreveport, the nursing school too. But they didn’t get no business from them. They were always gone.

STEVEN DEBRUHL: Yeah. That's part of the issue too. The staff is in there. Couple hundred staff. Used to have five vending machines over there. But somebody broke in over there about two weeks ago, three weeks ago. Basically tore apart that AMS machine. He was in there all night. Apparently, they didn't turn the alarm on. He went through every office with his crowbar breaking peoples' desks and stealing. Put a hurting on one of our vending machines. Decide to make an insurance claim on that one or not. That happened to Delgado west bank one time over the holiday. These four homeless guys moved into the library for a week. They just dismantled those vending machines. Don't know what it is about Delgado attracting homeless people.

CANDICE LINVILLE: That's a brand-new building that is right next to me by the base. And they really just don't have much of a student load there.

STEVEN DEBRUHL: No. They don't.

CANDICE LINVILLE: But I know they are building a new building in the parking lot by kind of between two and ten. I think it's going to be drafting. And they already have a drafting there, but it's antiquated and old. So they're building a new building in the parking lot just like they did the nursing school.

FRANK GAFFNEY: I bet somebody's getting paid off of building buildings.

CANDICE LINVILLE: That’s what it really seems like. Instead of refurbishing and making space in there, which they have, they're just getting money to build new buildings and putting them in the parking lot.

STEVEN DEBRUHL: With the hospital and everything being on the City Park campus probably trying to do that. But you're right, they can't tell us how many people are in there. Like if we were to sign up for Delgado right now from my office in Harvey. Oh, he's in Harvey. He's probably going to go to River City. So they count me going to River City which is a new campus they got. But I'm going to City Park. But we have a hard time getting from them any kind of distinct number. That's the way they categorize it. If anybody signs up for West Bank campus over here whether they are or not.

CANDICE LINVILLE: They're having a hard time with not just getting students, you know, teachers. You know, everybody left for Covid, and they came back, and they didn't want to go to work. They only want to do online teaching for the most part and they got comfortable doing class in their pajamas off their computers. And so they're having a hard time staffing. As a matter of fact, I was at the base in the visitor center doing a background check with a new employee and one of the girls walks out the back and she pulls down her mask says I knew that was you. I was having a hard time. Anyway, it's one of the people from Delgado. And she said morale is so low. She's like everybody's leaving. They're dropping like flies. She quit. She's going to work at Belle Chasse, so she was doing her stuff there. But that's what I hear from their end. Not from just her, I heard it from many. That's why I just don't know upcoming.

STEVEN DEBRUHL: Cause we talked about merging that back to where it was before. Hasan will be in charge of that location plus the machines in building two. Do you have an issue with that, if we do that?

CANDICE LINVILLE: No. Those are right by him. There's storage right there. He just, you know, is not getting them filled because that is a busy building. Besides building one, building two is all your math and science. So where most other classes can kind of do the online thing, you know, you really have to be there for a math and science class. And that's where the labs are. So, you know, it's a better flow than where a lot of the others are. And as matter of fact, I think we're already in the process of trying to upgrade those readers with the ones, you know. So that whoever takes them over they'll already be on a master account, and it will be an easy swap.

STEVEN DEBRUHL: You want to make a motion, Frank, or something like that?

FRANK GAFFNEY: Make a decision whether Einstein or.

SHELLY LEJEUNE: Can I say something?

STEVEN DEBRUHL: Sure. Absolutely.

SHELLY LEJEUNE: Hasan called me the other day and I just let him say what he had to say cause I've been keeping up with him and he actually said that if y'all were to merge it he would, because of his experience being with a franchise, he would stay with Einstein. That's what he told me. Just wanted to bring that up.

STEVEN DEBRUHL: It is an entrepreneurial program. So if he wanted to do that, I think we try to support him in that decision. If he decided he didn't want to do Einstein, we would support him that way too. I think we would want him to have input which way he decided to go. Nothing's fast. He would have to open up an LRS file and go to Colorado and get trained and everything else.

CANDICE LINVILLE: Well, first and foremost I think talking to Beau Woton, who is the franchise specialist, and making sure that you could open up as that C and G model since student population is so low. Because the way that the franchise is it doesn't matter, you know, where your store is. Everything comes packed. A case of cream cheese is 6 30‑ounce containers, you know. I mean, you're not going to get a smaller box of anything. So you don't want to have the waste. So you want to make sure that you can do that smaller menu footprint, so you don't have. And he's the one to get that done. I think there's a girl Tina that's above him that kind of makes those decisions too. But, I mean, he's where you'd start.

MICHELLE DUNCAN: But if he has the franchise and where it is now if he sees that he can use some of that cream cheese, can you?

CANDICE LINVILLE: No, because then they want a percentage of his sales. Now what he does, whatever. But I know I initially, I think when I was asking to take over the snack bar in building two, that's what I was just like, I'll just do a mini-Einstein back there. Cause believe it or not, it's about a third of a mile trek from one to the other and some people don't want to walk it. They'll leave campus before they walk a third of a mile to come get whatever. And he said if that's the case, you will have to pay royalties from your sales from building two.

MICHELLE DUNCAN: Even though they're not all Einstein?

CANDICE LINVILLE: If you're using any product that you get at that price point off of, I don't know who the truck is anymore. It was Sysco and I think now it turned into Jake’s Finer Foods. But you get that price as being part of that franchise. So that's, they want royalties off of anything that comes off that truck. So if you sell it out of building one out of Einstein and you're using it out of the cafeteria. And he worked in that cafeteria, so he knows where that cafeteria is. He used to work for Sodexo or Aramark, I can't remember. One of them. And his office was Hasan's office. So he is very comfortable and knows where he is on that campus. So, I mean, if he walks in the cafeteria and sees‑‑ so they just want their seven and a half percent.

HERBERT READO: Chairman, I would like to put that in the form of a motion that we merge that location, the Einstein Bagel to the present manager at Delgado.

SHELLY LEJEUNE: I'll second that.

FRANK GAFFNEY: All in favor?

{Collective aye}

FRANK GAFFNEY: Opposed? Motion carries. And we then we'll leave open.

HERBERT READO: We don't have to do it tomorrow or nothing like that.

EMMA PALMER: If he just took over the machines.

HERBERT READO: Yeah. Just do the machine part and later on. Give a time, 30, 60 days or something to transition.

FRANK GAFFNEY: That's another thing. The vending machines are on another contract. Not a different contract, different numbers.

MICHELLE DUNCAN: Different location number.

FRANK GAFFNEY: Yeah.

CANDICE LINVILLE: Yes. They're all four different.

STEVEN DEBRUHL: Right. That might be something to clean up. Just kind of a bookkeeping issue. Cause we used to have Scott. He had Samantha's Kitchen was the name.

HERBERT READO: Yeah. Clean all that up. What you mean they got different numbers? Got different locations?

CANDICE LINVILLE: Different facility numbers. All of them.

STEVEN DEBRUHL: Like Delgado City Park where you were. And then Delgado Einstein and Samantha's Kitchen.

EMMA PALMER: Do we have to keep them like that?

CANDICE LINVILLE: I think Janelle did that just in case we didn't have a manager capable.

EMMA PALMER: But now that we merge them, do we still have to do that? Is that something that has to continue?

STEVEN DEBRUHL: I don't know. I will find out. Because also, the equipment, the vending machines' assigned to that specific physical address. That was one thing, the vending machines on City Park campus and you have some over there on the West Bank, some at River City. Sydney Collier used to be part of the thing too. Radel has that to himself. That's a separate entity. But I think everything with City Park, if we're going to do this, just put it all in one number.

HERBERT READO: One number, yeah. Keep it there for a little while longer. The way he sounds like he's not going nowhere. He's stuck at Delgado.

MICHELLE DUNCAN: Hasan, yeah. When I talked to him, he said he was very happy over there. He's loving it.

STEVEN DEBRUHL: He's got a lady that lives across the street from him and she drives him to work every day. She's a cashier. And she does graphic design. She's really done a great job for him. He has his own logo. Makes his own blueberry muffins. What's he call it, the Olive Branch Cafe or something. Anyway, his own logo and everything else. It looks good. Good feedback from his catering jobs. I will work with Mica and him and maybe set up a timeframe.

But back to Einstein, Delgado was not even aware of the fact that they are the franchisee. We're not. I thought you guys were the franchisee. No. You are. Cause this guy wasn't around when they did it. I want to do whatever you guys want to do. He said he doesn't really care. Keep it Einstein, fine with him. If we want to change it, fine with him as well.

FRANK GAFFNEY: Like Candice said, get with the Einstein guy and see. Sure don't want his stuff to have to go with the full board.

CANDICE LINVILLE: Correct. Cause I had to get special permission for the menu, and I didn't have the C and G model. I just had a downgrade, like a downgrade of a downgrade of, you know. And it was still, which Mica and I still have to, I think I just sent them all my stuff. Almost 5,000‑dollars’ worth of stuff.

FRANK GAFFNEY: Einstein might not even want to fool with it.

STEVEN DEBRUHL: I know.

CANDICE LINVILLE: They might not. But I know they are pushing that C and G model.

FRANK GAFFNEY: What we need to do is contact them.

CANDICE LINVILLE: And the C and G is so great because with the regular franchise like I've been running, they didn't give you any options. You sold everything they told you to sell and then they send you the menu boards and that's it. With the C and G they leave a lot. Now they want you to sell a certain minimum of the food, but as far as the drinks they're like you can just sell however many flavors of coffee. Or you can do the espresso drinks or not because that makes you have a Barista. If you only want to do hot coffee and maybe cold brew, then you don't need that extra Barista that's making the frozen drinks and the specialty drinks, so it minimizes you having the need for an extra employee. So that's a plus to that C and G model.

STEVEN DEBRUHL: Well, let's get with him and see where his heads at. I think he does have an account set up. So again, LRS can help him pay for air fare and training to go to Colorado for him. But he's going to have to bring another manager with him. He's going to be out of pocket for that. Very good.

FRANK GAFFNEY: I got one other thing I keep forgetting about it. When we put Sunny in, we put him in on probation and I stayed in contact with him. I don't know what his sales are, but every time I talk to him it's customer after customer after customer while I'm talking to him. The menu that he tells me he's carrying is very well. He's advertising over the internet and at the hospital and catering jobs. And the hospital is even now giving him another floor that he can put machines in. I think he's gone very well past his probationary period.

STEVEN DEBRUHL: He has done a great job. His sales have been blown away anything previous. That's good. Glad to see him come back.

SPEAKER: Yep. He calls me all the time. I keep in touch with him.

FRANK GAFFNEY: All right. I will call and say he's not on probation anymore or write him a letter or something.

SHELLY LEJEUNE: Basically he's going to be off of probation.

CANDICE LINVILLE: Released.

STEVEN DEBRUHL: Cause originally, it's six months, but because of his previous situation one year. And it's been over a year.

FRANK GAFFNEY: He's done well.

STEVEN DEBRUHL: And he's doing good on his paperwork and everything else. He really has been doing very, very good. Glad to see it. You had update on equipment on here. We talked about the definition. But in the process of buying a new stove for Byron over there at DOTD. We got Candice a new oven. Tell us about your oven, Candice.

CANDICE LINVILLE: Love it.

HERBERT READO: A new oven?

CANDICE LINVILLE: Got a new oven.

HERBERT READO: About time.

CANDICE LINVILLE: If anybody saw what we, and Herb, of course, you know, what that entire place the equipment is just deplorable. First off you would ever put that out. Eric came to me wanting me to sign the contract and I was like that contract between the agency and the manager is wanting us to keep this equipment in good standing and take care of it.

STEVEN DEBRUHL: In the same condition when you received it. If something's bad, you can't keep it good if it's already bad.

CANDICE LINVILLE: There wasn't but maybe two pieces of equipment in the whole place that were running properly. At the point of taking this place over three months ago. So you're not even just asking someone to come in and run a business. It's clean up.

STEVEN DEBRUHL: Three months later. What's it like now?

CANDICE LINVILLE: Oh, three months later it's a whole lot better. I mean, it's still a lot to do. But the oven.

HERBERT READO: What kind of oven?

CANDICE LINVILLE: A Vulcan, I think it is. But it's like the one I had at Einstein. Actually, I say that it takes a full pan. So for anybody, that's a full pan is what you use in a restaurant. The old one took a half pan and it only held like what, six or eight pans. And you really couldn't use them all cause it would burn the top pan, burn the bottom pan. And then it would burn everything around the edge and the center wouldn't be cooked. You had a lot of waste. It was time consuming. This new oven, even though we don't have electricity for it yet. What we have to do is we have to unplug the frier cause it works on a 50 amp. And the only two things that run on 50 amp is the frier, so we put it right next to it and we unplug a frier to plug it in to get our bake going on. It holds five full pans and it's phenomenal. And there's more I want to do with it, but we can't because we have to unplug it so we can plug in a frier.

FRANK GAFFNEY: Candice, tell them how much time it saves you.

CANDICE LINVILLE: Oh, my God. So we were leaving our house at 2:15 in the morning and now we leave at 3:30. So we get to the base about 4:15 in the morning because we open the doors at 6:30. And we do like a 2 to 3,000‑dollar breakfast, you know. So, I mean, we need two hours to get everything cooked. But I got a speed rack. We prep it the day before with all the bacon, sausage, eggs. So when we walk in it's turn the oven on, throw the pans in and it's just a conveyor belt. It's fabulous. The internet was a huge overtaking. I don't know why. I know that you had it hooked up right. But that was a huge thing. But the only other thing that's really huge is the AC. Which is a big problem. I know the agency installed it, so they are supposed to maintain it. It's a health risk. We have employees that are doubling over because of the heat's so bad in the kitchen. So I don't know where y'all are going to end up on that when y'all did the initial. But it's going to need to be resolved especially before next summer.

STEVEN DEBRUHL: We're going to have to try to get them to help us with that.

CANDICE LINVILLE: Who, the base?

STEVEN DEBRUHL: Basically, the federal law says you're not supposed to improve, make any additions to a location, improve the value. So probably with hindsight, we probably never should have built it out to start with. Kind of the consensus. Definitely improved the value of that location. Their supposed to provide us everything and then we move in. So they're actually supposed to provide us with an air condition. But for whatever reason, that was prior to my time here. The state bid it out and had a contractor build that location, put the walls up.

CANDICE LINVILLE: Well, then maybe somebody of a‑‑ so when I went and talked to the colonel, who was very displeased with our program and the service they had been getting, he told me that he was not informed as to how the contractual agreement between our program and them was. So I don't know. You know, he said he was going to try and soup up and learn, but I think it's probably somewhat of, you know.

STEVEN DEBRUHL: I'll just say this‑‑

HERBERT READO: They've had several generals over there.

STEVEN DEBRUHL: Yeah. They come and go. Rotate out every couple years. But when you're dealing with a federal location like Federal City you have a permit. Which is a standard permit that RSA puts out. And that's what we have with them. Joey signed it and then whoever the general was at that time. So we can go through that. But that kind of spells out what you'll sell, where your vending machines are going to be and what they're going to provide. Provide us electricity. But that air conditioner is definitely an issue Kevin and I have been talking about.

EMMA PALMER: A big unit?

CANDICE LINVILLE: Okay. So this is the hysterical. So when it wasn't working and we were really, it was bad. It was because we have two units. One operates the convenient store aspect, and one operates the kitchen. And so we're new to the place. We don't know what's going on. So we're like send Hebert out and he cleaned the condenser coils on the two units. You can see them right outside of our window. The bigger unit is a three-and-a-half-ton unit. Now this was advertised as a 6,000 square foot facility. The bigger unit does the front of the house, which I would say is probably bigger than the kitchen. It's a three-and-a-half-ton unit and it never gets above or below 76, 78 degrees is where that seems to be. But at this time it was in the 80s. My candy was melting, you know. Our cupcakes were melting. The icing was melting off. The kitchen, which the hood over the grill, the walk-in freezer and the walk-in cooler all exhaust their heat into the building. They were never exhausted to the exterior outside. And we have a two-and-a-half-ton unit operating the kitchen. Now I live in a 1,200 square foot house with two bedrooms and one bath, and I have a three-and-a-half-ton unit and I don't have a hood, walk in freezer, walk in cooler. So you can just imagine.

STEVEN DEBRUHL: And a grill.

CANDICE LINVILLE: And a grill plus the other pieces.

HERBERT READO: Counted all joy because the state got big units and they cut the air off every day, and it be sweating every morning. So you kind of enjoy. And on the weekend candy begin to melt. And I bought some of those small candies and they beginning to stick to the bag. The air conditioner unit kicks on at 5:00 in the morning.

CANDICE LINVILLE: No. It's not like that anymore. And I know that for a fact because when we pull up whether it's‑‑

HERBERT READO: I'm talking the state building comes on at 5:00. It cuts it off every day.

EMMA PALMER: Where you're at?

HERBERT READO: Yeah.

EMMA PALMER: Oh, okay.

HERBERT READO: And on the weekend it's a sweatbox. I try to go over there and prep on weekends. It's a sweatbox. But that's the way they're going to do it. Nothing you can do about it.

CANDICE LINVILLE: When we go in, I can hear our units because we park, and we walk right past them and they just never shutoff. They never can catch up. So you got a unit that's under producing because it's too small and it's now 12 years old or ten, whatever it is. And they both have leaks in their coils. I think they've sent you the...

HERBERT READO: But the storefront stays cold good.

CANDICE LINVILLE: No. That's what I'm saying. It was in the 80s and the icing was melting off. You know, the people were complaining. But facilities doesn't want to hear it because the base doesn't want to be responsible for it. Says that they're not. So somebody at a contractual level needs to be communicating with somebody over there that does the contract.

STEVEN DEBRUHL: At least try and see what they tell us.

FRANK GAFFNEY: On my conference calls I've been having I can tell you this, GSA, GSA says we won’t, and RSA says we can't.

STEVEN DEBRUHL: Don't get a lot of love from RSA.

CANDICE LINVILLE: Well, you can't put mini splits in. You can't do any type of wall air condition because the way that building was built was with steel cables and they're vertical. So that's why you can't put a hole in anything. Although the walk-in cooler, freezer and the vent really could have been vented outside because right above the back doors is a glass panel. Like a transom. So it all could have gone right out there. So I don't really get it. I knew Joey well enough to know that that could be the reason why.

STEVEN DEBRUHL: That's when I first started when we were building that out and Joey quit shortly after. The building was already complete, and it was nothing but a big room with air. There was one electrical outlet on the wall where the drink machine is. That's all that was in there. We went in there and jacked up the floor, run piping, run electricity, build the walls. That's what the state did. We also bought those air conditioners.

CANDICE LINVILLE: Right.

FRANK GAFFNEY: I think 90,000‑dollars for tile.

CANDICE LINVILLE: I think it had to be dug up and re‑put because they didn't put the right tile, if memory serves right.

STEVEN DEBRUHL: You're doing a great job over there. Just want to say that. And we appreciate your efforts. Try to work with them.

CANDICE LINVILLE: Thank you.

STEVEN DEBRUHL: Right now it's a little cooler, I guess. I haven't heard from you.

CANDICE LINVILLE: Believe it or not, it's not. And I don't know how AC works enough to explain it cause I thought as soon as we got all that weather and it would rain or whatever, and it was raining like every day, I was like oh, it's going to cool us off and we're actually worse. It's a humidity thing. And I showed Eric or Mica, I can't remember, like the frier that's closest to the backdoor and those are new friers. I think they're right at a year old. It's just so hot and humid inside and it's, of course, hot in the frier that it leaks where the door meets the unit.

STEVEN DEBRUHL: Condensation.

CANDICE LINVILLE: Yeah. And so it's not good for the people, first and foremost, but it's not good for any of the equipment either. You know, I remember at Einstein the shed, okay, which is fabulous cause we didn't have that, and we put six pieces of equipment in there that are all putting off heat and there's no exhaust. So we put a window unit in to keep it cool, but when that window unit broke, and it was broke for a couple months. And of course it was in the middle of August so it's the hottest time of the year. And it was probably 100 degrees in there. And the guy was like that's bad for your equipment, you know. So it all trickles into the next thing, you know. So then your equipment that is going to be repaired or replaced and shorten the lifespan. It's just not a good business model.

STEVEN DEBRUHL: That's a whole different ballgame. A challenge, no doubt about it. Going back to your original thought, you like your oven.

CANDICE LINVILLE: I love my oven.

STEVEN DEBRUHL: That oven cost 6,000 bucks so we were able to buy that as a piece of equipment. There was no issue. It was like an addition to that location. Not replacing the other oven. Still got the other oven. That's how we were able to get away with that. George has been working on surplusing equipment at the warehouse. Just got so much stuff in there right now. A lot of it is junk. Work on keeping that up. Last thing we have under new business is Claiborne and LaSalle. Herbert has been selected by the committee here to be the interim manager of LaSalle. And what's going on over there, Herb, as far as opening up?

HERBERT READO: Yeah. Right now we're still working on a few little issues with the freezer. As soon as we can get that taken care of, we should be ready. The Coke order is in. The food order is ready to be shipped. And a few little cleaning aspects to do. I'll be over there tomorrow before the LSU game to do a little cleaning. We should be ready. I'm looking, if everything go right, at least by the 19th.

FRANK GAFFNEY: Did they fix that leak for you, Herb?

HERBERT READO: At which one? That's at Claiborne.

FRANK GAFFNEY: That freezer.

HERBERT READO: No.

STEVEN DEBRUHL: Still working on that. I think waiting for a part.

HERBERT READO: Yeah. Claiborne had a leak in the freezer. Yeah, overall everybody looking forward to opening back up.

STEVEN DEBRUHL: You got people working over there when the time comes?

HERBERT READO: Yeah. I have a crew already in place to come over there and work over there.

STEVEN DEBRUHL: Okay. Good.

MICHELLE DUNCAN: Our date keeps getting pushed back.

HERBERT READO: Yeah. I think eventually it's probably going to wind up being the end of the month.

STEVEN DEBRUHL: It's better off to make sure you have all your ducks in a row.

HERBERT READO: Yeah. Have everything ready. There was a little cleaning. I had to really do a lot of physical cleaning. Two friers to clean. One frier had about three or four inches of grease built up in it. It was a mess. Still working on the floors a little bit. I did do a little bit on it this last weekend, but I'll be back in there. Got everything kind of well. The dish room area, I have the (inaudible) to see what I can maintain, what I can't maintain. Some of that kind of old stuff. They didn't do a really good job of cleaning over there. A lot of it got too much carbon. I hate to cook with a lot of pans with a whole lot of carbon on it. May have to wind up moving those pans out of there. But other than that, I did a good bit of cleaning. Looking a lot better. Ain't up to my expectations yet, but I'm getting there.

STEVEN DEBRUHL: All right. Well, we appreciate your efforts. No doubt about it. That's all we have, Mr. Chairman, for new business. Open discussion.

FRANK GAFFNEY: Open discussion.

STEVEN DEBRUHL: I put LSVI Louisiana School for the Visually Impaired. That was the lady that was here. I told her I'm going to try to come up maybe next week. Michelle and I are going to go over there. She said they do have someone else on third party doing some machines. She explained to me that the location, the school for the visually impaired is 55 students, 60 students and then about 40 faculty. But also on that same footprint of real estate there's a prison program, wayward youth, whatever. About 200 people in that one and about 100 employees. And then she said a total of about 20 vending machines on the whole campus. Cause they also have a school board building over there. I asked her to check to see if they were getting a commission. And she said she found out there was a company that had vending machines in there. That they were not getting commission. So Michelle and I are going to go over there and search it all out and see if we can't come up with a new location.

HERBERT READO: They (inaudible) School for the Deaf.

STEVEN DEBRUHL: Right. So the School for Deaf has their own.

HERBERT READO: But I think they got their own machines, I believe.

STEVEN DEBRUHL: But they're all state property as well.

HERBERT READO: I think they use their money for their own benefit.

FRANK GAFFNEY: I know they bought some. I don't know how many. Did we ever hear on that, Herbert? How many vending machines they wind up buying.

HERBERT READO: I believe they only have about four or five.

FRANK GAFFNEY: What I was thinking.

SHELLY LEJEUNE: They bought their own.

STEVEN DEBRUHL: Who did?

HERBERT READO: The blind school.

STEVEN DEBRUHL: The blind school. The Deaf have their own machines?

FRANK GAFFNEY: That was when they were getting into the vending.

SHELLY LEJEUNE: When Bobby Simpson was over there.

HERBERT READO: I think they even got a little concession stand area too.

MICHELLE DUNCAN: I think so. I don't know if it's still open. I know it's been maybe five years I'd go over there. They did a job fair thing, and we were there to handout some of our brochures. But they haven't done that. I don't know if they have done that anymore or not.

HERBERT READO: I'm not sure the student population, their numbers have really gone down so I'm not really sure.

KEVIN MONK: I think if that works out it would be a good opportunity maybe for somebody to hire one of the students to help out with the vending machines. Kind of see if somebody's interested in the program. Kind of bring some new blood in.

STEVEN DEBRUHL: She's very open to that. So I'll just say take advantage of that situation. But that could be one source of managers where we still, like most kids come out of high school and don't really take over a vending location. She did say that students do stay there, some of them, up till 22 years of age. If you get somebody coming out maybe work with Herb or whatever at LaSalle. Might be a source of, you know, employees for you as well. I think we definitely need to strengthen that relationship as much as we can.

HERBERT READO: If you happen to go over there in the future, we can have one of our meetings over there.

FRANK GAFFNEY: I was going to say that earlier. We had meetings over there.

STEVEN DEBRUHL: Really?

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: This lady, Nancy, she's the assistant principal. They had a director they let go. The acting superintendent right now. They're going through a little transition themselves.

FRANK GAFFNEY: Myself, Herbert, Shelly and Emma, we put on a Christmas, I mean, Easter party every year until all of a sudden, they put their hand out, they wanted the money, they do it.

STEVEN DEBRUHL: That might have been this new administrator.

HERBERT READO: They're going to have a (inaudible) celebrations next month on the 12th and they will be out there.

STEVEN DEBRUHL: Okay. That's an opportunity to try to hustle.

FRANK GAFFNEY: All right. If there's no more open discussion. Subcommittees. Budget.

STEVEN DEBRUHL: That's Pinky. Put Herb's name there from here on out.

FRANK GAFFNEY: Constitution and bylaws. That's Emma.

EMMA PALMER: Steve, do you have anything on that? Cause I don't.

STEVEN DEBRUHL: Just that BEP like we talked about.

FRANK GAFFNEY: We have to change something later. If we need to change anything in the constitution and bylaws, we do that by taking a vote of the elected committee.

KEVIN MONK: Y'all, this is just a suggestion on the constitution and bylaws. Aren't the committee districts dictated in the constitution and bylaws? And the reason I'm saying that is because like some areas you might have three managers and other area you might have eight managers to vote or whatever. And I'm just asking do we need to look at that and try to, because that was developed whenever we had probably, I don't know, 100 locations, 90 locations. Is that something, you know, a committee needs to look at or a subcommittee needs to look at and come back with a recommendation to the full committee to change, kind of distribute things a little more equally.

FRANK GAFFNEY: Well, that's in the BEP also, isn't it?

KEVIN MONK: I can't remember.

FRANK GAFFNEY: If y'all changed it, it's not. But it used to be.

KEVIN MONK: Okay.

FRANK GAFFNEY: Well, it's in the BEP under the constitution and bylaws.

KEVIN MONK: Right. Just a suggestion maybe something needs to be looked at prior to the next election to try to get, you know, a little more equal distribution.

HERBERT READO: Redrawing the areas or cutting down?

KEVIN MONK: No, no, no. Redrawing the areas. And, I mean, whatever comes out of that I guess comes out of that. Because like you got some areas that might have three potential managers and nobody's interested. You know, then you got another area maybe Baton Rouge where they got, I don't know, seven or eight managers. Is there a way it could be drawn where you can have roughly an equal amount of people.

FRANK GAFFNEY: Now Alexandria's only two people. It's going to be only two people. Right now there's three.

STEVEN DEBRUHL: In the meantime Shelly has 13 people in his district.

SHELLY LEJEUNE: Baton Rouge has two districts.

STEVEN DEBRUHL: Your district's like 13 and the other district has about seven.

KEVIN MONK: It's something to think about.

FRANK GAFFNEY: All right. Next thing is location mergers. Shelly.

SHELLY LEJEUNE: Well, we just did one today. I don't know if there's any more down the line. Not that I know of.

MICHELLE DUNCAN: Well, it depends on what manager you talk to. A lot of locations you can combine for some of them.

STEVEN DEBRUHL: Right now we kind of use the interim manager as a stop cap. You know, see what's going on. At this point I think that's the easiest way to do it instead of putting up a satellite

SHELLY LEJEUNE: Exactly. Hopefully somewhere down the line we can get new managers to put them in.

FRANK GAFFNEY: Okay. The next thing is new facilities.

STEVEN DEBRUHL: We kind of hit on that earlier.

FRANK GAFFNEY: Which as of right now we don't have.

HERBERT READO: I wish we could have got that Amazon back there behind that mall. I heard they got their own stuff.

FRANK GAFFNEY: They do. That was brought up in our merchants' meetings. And they got their own people that do it nationwide. Because Nicky and them were trying to get in on it. Policy and procedures which I'm assuming is BEP.

SPEAKER: Working on it.

FRANK GAFFNEY: And then roadsides. Okay. Roadsides. We just had a new manager take over Terry's old place. We're going to be putting out Toomey, not‑‑ Lake Charles. And then Donald has I49. And 55, that's on third party. Mound is on third party. And then my location was closed the last two days.

HERBERT READO: Which one you said you about to put out, Lake Charles?

FRANK GAFFNEY: Lake Charles area. Toomey.

STEVEN DEBRUHL: Vinton Welcome Center.

FRANK GAFFNEY: Putting it out for bids.

STEVEN DEBRUHL: Don has 49 and he's satelliting. Not satelliting, but interim manager.

HERBERT READO: He likes 49 then.

STEVEN DEBRUHL: Yeah. A lot closer to him. And then Craig is in Lafayette. He's got his eye set on that. And Don probably backfill those what's left in Alexandria.

FRANK GAFFNEY: Probably do a merger or whatever with their little bitty post office. And if there's anything left in that other complex. Vending machines, Candice.

CANDICE LINVILLE: Well, I don't know that I have anything to offer, but I have questions, I guess. So vending, so like just talking about the rest area, what are we replacing our APs with? Have we got another, are we just using AMSs from here on out or?

STEVEN DEBRUHL: What would you recommend?

CANDICE LINVILLE: I don't know. I don't know are we going to just use Birmingham Vending? Do they only offer certain things? I mean, are we looking to?

STEVEN DEBRUHL: Birmingham Vending's pretty much gone. The Vending Center.

CANDICE LINVILLE: That's what I mean. Same place.

STEVEN DEBRUHL: So Eric just got some prices for one, The Vending Center in Canton Texas. The Vending Center tends to be the best one as far as that goes.

CANDICE LINVILLE: Do we have a make and model that we're going with? Is it the AMS or is it a different?

STEVEN DEBRUHL: Yeah. Shelly got prices on the AMS. The AP, we got all those at one time. But if you had a choice yourself, a preference, would you choose AMS?

CANDICE LINVILLE: I would definitely choose AMS. Although, so when we inventoried Anderson Lee in, you know, giving him the scoop on everything, I know Don's having the same problem. At Pearl River you couldn't even see anything that was in the machine. It looked like it did when I get it delivered six months ago. Condensation all over the front. Had condensation on the sides of the machines by the door. When you walked up to the machine there was two skid marks coming from the corners down the concrete cause it leans from the condensation dripping and rolling down the concrete. So that hasn't been resolved or fixed.

FRANK GAFFNEY: They need to fix that or replace it.

SHELLY LEJEUNE: Was that a chilled machine or outsider?

FRANK GAFFNEY: It's an AMS outsider. They changed some things. They changed the motor size and they changed freons because government regulations. And like my outsider was bought in 2008, it doesn't do any of that. You know, it runs great. But these new ones, I didn't know it till we did more research, smaller compressors and they tried to say it raised the temperature. It just made it not where you could sell sodas from it. That it would work, but apparently, it's not.

CANDICE LINVILLE: Well, you say that. So at Peal River we did get just the snack machine and we got a combo as well. The snack machine is not doing that, but it's set at like 72 degrees just so the candy won't melt.

FRANK GAFFNEY: I thought they changed the combo, brought the temperature up?

CANDICE LINVILLE: No. It still has drinks in it. Supposably they put the gasket on backwards and something. I don't know.

STEVEN DEBRUHL: AMS sent two people. Vice president of sales, the guy in charge of service. They opened up both of them and tried to fill in any airgaps. They spent hours on it, but it doesn't seem like it's done much good.

CANDICE LINVILLE: It didn't do any good. You can't see anything in the machine. It's totally leaking water. I mean, it's bad.

FRANK GAFFNEY: If you're going to raise the temperature to just make it a snack machine they have to come in and change the shelving.

CANDICE LINVILLE: That's what I told Anderson. I said if I were you, I mean, I said this is your place, do whatever you want. I didn't have a chance because, you know, we've been trying to fix it, but it's not getting fixed. I would take out the drink shelves, put chip shelfs in. You have all brand-new Coke equipment that Coke was generous enough to put in there. I just wanted to offer them the coffee fraps and the milks and stuff like that so they could grab a pastry or coffee and milk. But they're not working optimally.

And so the other thing I want to say with vending, and it's kind of, so the credit card readers. Where do we stand with, I know y'all bought a bunch of USA Tech or Cantaloupe, whatever seed. Don't know what name to call them. It's such a problem with their authorization. So and Nayax doesn't do it. And Frank you have a Nayax. My account is supposed to be open any second now, so I haven't experienced it. But like I go to Delgado the first day, the first week of classes and I'm in there to go, you know, fill them, get everything optimal and I got people just coming up to me left and right, I lost money in your machine. So they go to the (inaudible), they want their money because everybody's got a phone now in their hand, so they see that they're getting charged money. And they don't understand the difference between a hold and a charge. I showed Anderson Lee. I had three pages of people’s names, addresses and whatever that want their money back from the rest area because they are saying they're getting charged and not getting product because they see it on their phone. And what those people do, because the system Terry had set up, is give it to them or his people. So every time I'd go, we need more money cause they're handing out money like candy.

EMMA PALMER: And the phone clearly saying that it's pending.

MICHELLE DUNCAN: Candice, the way to solve that, and I've done it with Max because there was, you know, Cantaloupe Seed, Live, whatever it is, they did do that to him. And they have done it to Tony. They put a 10‑dollar hold on LWC's kiosk. What you have to do is, is you have to call them and just tell them you do not want a hold. You will end up having to send them an email and they will not put a hold on any product that is scanned from your card readers.

STEVEN DEBRUHL: Cantaloupe?

MICHELLE DUNCAN: Cantaloupe. And that's all you have to do.

EMMA PALMER: Really?

MICHELLE DUNCAN: Yes. But they will not take it away without your consent because they find‑‑

CANDICE LINVILLE: I was on the phone with them, and they didn't offer that. Because I told them it was a problem.

MICHELLE DUNCAN: You need to talk to Andrew because Andrew will do it. We've done that.

CANDICE LINVILLE: Then we need to share that contact information of Andrew with everybody.

STEVEN DEBRUHL: He's our for Louisiana. Set up the master account, he's our contact for that. So whenever we have anything we send it to him, and he gets it processed for us.

FRANK GAFFNEY: They're still not sending Donald daily reports.

SHELLY LEJEUNE: Candice, I have Nayax. I have three of them and I'm okay with them. They work well.

CANDICE LINVILLE: Between the charge backs and the hold, I couldn't do it anymore. And their customer service is in the toilet.

SHELLY LEJEUNE: One of the things I like about Nayax the most I can get on my mobile app, and I know if things are working, if things are selling. It tells you right there.

STEVEN DEBRUHL: You can do that with Cantaloupe, can't you?

MICHELLE DUNCAN: I thought yours did that.

CANDICE LINVILLE: You can go to Cantaloupe, and you can get a live health report. I don't know that you can do it from an app. But I can do it right now off of my iPad and it would scan every piece of equipment. But like I called them because I have the vin screens. I think Shelly you had the same vin screens as I had. Which we pay more for. And I got like three of them down. And when I called and got them on the phone, they said that's not our equipment. Like they don't offer you any information. They're like you have to call the person. Like cause they're third party. They don't support the people that they get their equipment from so they say I can't help you with your equipment. You're going to have to call the people who manufacture your vin screen. But they're going out anyway. I forget what the date is. Is it October now that supposably none of them are going to work?

MICHELLE DUNCAN: Yeah. November, end of November.

FRANK GAFFNEY: Right now Texas is having all kinds of problem with Cantaloupe and the kiosks.

SHELLY LEJEUNE: No kidding. They shut it down again.

FRANK GAFFNEY: Yeah. Operators over there keep shutting them down. Shutting it down.

SHELLY LEJEUNE: I'd tell them where to go real quick.

FRANK GAFFNEY: All right. Upward mobility.

SHELLY LEJEUNE: We don't have any upward mobility training going on that I know of.

FRANK GAFFNEY: I think Kevin was talking about doing some local training.

KEVIN MONK: Yeah. That's fine. Let's come up with some topics that we think people need the training on. Put our heads together and I'm all for it.

STEVEN DEBRUHL: Kevin (inaudible) try to put together some RSMA training around this time next, in December.

CANDICE LINVILLE: What does that entail?

STEVEN DEBRUHL: We're part of this National Association of Blind Merchants and supposably Terry gives one trip a year out of that deal. So I was going to see if we can get maybe him to come down. I had to do it four or five years ago.

CANDICE LINVILLE: What do they train an RSMA on though?

STEVEN DEBRUHL: The Randolph Sheppard program, the laws, what you can do, what you can't do. They all got a lot out of it. I was thinking maybe we could work on that and have Terry come Thursday, RSMAs train with him. We spend the night in Baton Rouge, everybody spends the night. And then all the RSMAs come to the meeting. Also Terry come here and talk to you guys.

CANDICE LINVILLE: Right. Cause you know that responsibility has changed a lot since, I know since I got in the program. And, I mean, I think some of us that are my age are probably spoiled because we had Noble's and Danny's, you know, that we don't have anymore. And it seems like the criteria has changed dramatically as well. You know, and I hate to go back to it, but taking over Federal City and the situation it was in to me is a direct correlation to the RSMA. It's the manager and the RSMA. Why do you have such a large high-volume facility in that type of shape? What job's not getting done?

STEVEN DEBRUHL: If you want to talk about this after the meeting, I'd be happy to do that, but I'm not going to sit here and defend‑‑

KEVIN MONK: I'll tell you this much, if you look‑‑

CANDICE LINVILLE: I'm not trying to trash talk. I'm trying to say somebody should be accountable. That's how it trickles downhill. If people aren't doing their job in Kevin's position or your position that only weakens it going down the chain.

STEVEN DEBRUHL: You have no problem expressing concerns. You got a guy there before Mike never said anything. Never said hey, it's too hot in here.

FRANK GAFFNEY: He did.

STEVEN DEBRUHL: Not to me he didn't. He might say it to you, you know. If we don't know what's going on‑‑

FRANK GAFFNEY: Now I'll tell you, but he just asked on this and what he told me was he had told his RSMA.

STEVEN DEBRUHL: Whatever.

FRANK GAFFNEY: Not that he was telling me. He was telling me he had told his RSMA.

CANDICE LINVILLE: And that's what he told me too.

FRANK GAFFNEY: Of course, now Mike didn't follow through. Cause I told Mike anytime he was doing anything like that needed a text or an email. But Mike didn't do it.

EMMA PALMER: Then you have to take into consideration how long was Mike sick and still trying to run that location.

KEVIN MONK: You look at how RSA is looking at things now. And for any of you who are interested, you go back, and you look at the Georgia monitoring report. And Georgia was using a nominee agency and when you look at the things that they got on Georgia for what amounted to their RSMAs doing for the managers. RSA's position is changing now. They're saying more that the RSMAs or the consultants need to be doing things for the program, not for managers.

STEVEN DEBRUHL: So after six months a manager is on their own, basically. They have to replace their equipment.

KEVIN MONK: Things have changed. Things will continue to change in that regard. If something's not getting done, certainly something we need to‑‑

CANDICE LINVILLE: Well, we can't call in our own repairs.

KEVIN MONK: If it's something we can do something about, then yeah, we'll do it.

STEVEN DEBRUHL: If you want to pay for your own repairs you can call.

CANDICE LINVILLE: Look, I'm not trying to get ugly, Steve.

STEVEN DEBRUHL: I'm just saying, if you pay for it yourself, like what happened with Sonny, somebody pushed his glass in, he paid for the repair himself to get his machine fixed.

CANDICE LINVILLE: We call RSMA for equipment, equipment repairs, whatever, whatever. I don't need an RSMA for after six months. Or, you know, I hardly ever saw Mica once Delgado got setup. You can run pretty independently. But if we're getting the equipment from the agency, and the way that it was when I got in the program you got the equipment, you got service. Back in the day we could call in our own service request.

STEVEN DEBRUHL: This is a different situation. Different when I got here too.

CANDICE LINVILLE: So we don't hardly ever even need to call. But there's a breakdown. To me, there's a breakdown. And look, back in the day our RSMAs had twice or three times as many locations as they have now. And it was all getting done. So, I mean, I don't understand where it's happening that it's like this now. You're saying they have more responsibilities, but they have less than half the locations. I don't know. Seems like things that need to be addressed aren't getting addressed.

STEVEN DEBRUHL: RSA (inaudible) there's a lot of stuff that needs to be addressed that you need to pay for as a manager. You know, it's your responsibility. Not their responsibility. And I would say it's our equipment, but Kevin says when you look at the monitor report from other states that's what they're saying and that's what they're saying to Melissa is that this is an entrepreneurial program and it's really up to the manager to make the changes, make improvements. Not using federal funds to do that. I don't agree with that, but that's what they're telling us.

CANDICE LINVILLE: Well, I see what you're saying, but then you go into a location, and it doesn't have like all the equipment, and it isn't good. So what do you say, okay, then start them off with new equipment and then go okay, you maintain it. Cause if you're in a private business, which I have been, we bought our equipment, so we maintained our equipment. When we walk into a location that's already been there that has old equipment that hasn't been maintained so you're saying‑‑

STEVEN DEBRUHL: I understand what you're saying, but it's not us making these decisions. It's (inaudible) Service of America. Anyway.

KEVIN MONK: Things have changed. Things will continue to change in the program. It's definitely a lot different than it was when I first came to work for the state, you know, as far as what we can do and what we can't do. You know, maybe if the feedback from RSA that's supposably pending out there has the outcome that it sounds like it may have, then we may be back in business as far as helping take care of items that cost less and do things for the managers as far as the equipment and the supplies and the location. But right now we have what we have. And, you know, if there's room for improvement, I'm all for it. Whatever we can do within the law, the guidelines and regulations. Whatever we can do, I'm all for it.

MICHELLE DUNCAN: Some of the equipment, I mean, I'm struggling with it. I have managers that call every day wanting me to send a repair person out to fix their equipment. And I tell them every time the rules is going to come down, but they haven't yet. I have a list. Like once the rules change everybody wants me to send everybody.

CANDICE LINVILLE: I understand that, Michelle, but like we have a walk‑in freezer and cooler that's been there for 10 years, it was never on a maintenance program, never been serviced, you know. So then you have a manager that comes in and it's got problems, I don't know the history on it, and it's in the BEP that it's supposed to be on a maintenance, but no one ever did it. So who didn't, you know what I mean. Isn't that an RSMA's responsibility?

MICHELLE DUNCAN: I don't schedule, even LaSalle or Claiborne, they're not on a scheduled maintenance.

CANDICE LINVILLE: But something the price of a walk‑in cooler is supposed to be. It's in the BEP.

MICHELLE DUNCAN: These are, but that's, you know, I guess like we sent a guy out and get the freezer fixed. Well, now it's leaking and it's leaking down into the second floor. Well, now, you know, they want you to send somebody out. It's an emergency because it's leaking onto the second floor. But they're the one that came, Claiborne is the one that came out and did some stuff to it and now it's leaking, but now you want me to call. So sometimes it is you're always back and forth.

CANDICE LINVILLE: Right. It's not a perfect world. I get that.

SHELLY LEJEUNE: Michelle, isn't the hoods on the schedule?

MICHELLE DUNCAN: Only because they are‑‑

STEVEN DEBRUHL: 5,000‑dollars or more.

MICHELLE DUNCAN: They are, yes. And it's only because those are inspected by the fire department.

SHELLY LEJEUNE: Yes. Exactly.

MICHELLE DUNCAN: And so they come out twice a year, the fire department, check your suppression and all that. And if any of that is not into order, then you got to shut down. You know, so yeah, those are. But to have just someone come out and maintain the walk‑in coolers we don't. But, I mean, I can say we bring you a brand‑new vending machine and then some of our managers you can go out there in six months and the compressor down at the bottom has never been touched. You know, at some point it's everybody's.

CANDICE LINVILLE: I agree. So who's supposed to make sure that that happens? You know, that the manager‑‑

STEVEN DEBRUHL: The manager's supposed to do it.

CANDICE LINVILLE: I know the manager's supposed to do it, but who makes sure that the manager's doing it? Used to, I know that that would be something Noble would write someone up. But I don't think that that's like that anymore, correct?

MICHELLE DUNCAN: I mean, I can be honest about it, I don't always write someone up for that, you know. Sometimes my managers come at 3:00 in the morning and leave by seven. I may go and do his inspection in the middle of the day because he goes to his place every day, but he leaves at 7:00 in the morning. Well, we don't have that flexibility anymore. I get in at eight. I mean, my phone rings at 6:00 in the morning. I answer phone calls at 6:00 in the morning on my time. On my time, you know. It's on my time. I answer on my weekends. I answer on my vacation days, this phone, on my time, you know, for managers because I want to make sure that everyone can get taken care of and all problems are dealt with. But that's my time. You know, when you get a vacation day, you take your vacation day. I mean, but when I get a vacation day, I'm still doing my work, you know.

STEVEN DEBRUHL: Let's move on.

SHELLY LEJEUNE: Okay. I want to bring up something going back to what Candice is talking about. On the chill machine there's only so much that a manager can actually clean. We can't go to the bottom and go in there. That's too much electrical for us. As far as the grills in the back, the grills under, I can do that. Inside part, no.

FRANK GAFFNEY: The good thing about the AMS machines they have a filter.

SHELLY LEJEUNE: Where is it, underneath?

FRANK GAFFNEY: No. In the front.

CANDICE LINVILLE: When you pull down that flap.

FRANK GAFFNEY: Right there in the front. Now mine are outsiders. It's washable and you take out. But like the Coke machines, the Coke machines some of them you can get to. Some other refrigerators you can’t get to. Not a blind person.

SHELLY LEJEUNE: As far as the Coke machines, I'm working with Coke right now to come do all of it. It's their machines.

FRANK GAFFNEY: All right. Moving on. District concerns.

MICHELLE DUNCAN: Frank, you going to do your insurance?

FRANK GAFFNEY: Oh, that was me. That's why I skipped it. We're all up to date. Everything is good. Herbert, did you find out what that deal was?

HERBERT READO: I think that's LLC.

FRANK GAFFNEY: Everybody's insurances is paid, all up to date. Might as well look right now. The letters will probably be coming out in October.

SHELLY LEJEUNE: Don't worry. Frank will let us know.

FRANK GAFFNEY: I have to sign it. Make sure it gets paid. All right. So now district concerns.

CANDICE LINVILLE: Mine, Redal had a little bit of concern just over Delgado student population. But, I mean. That's up in the air. But other than that, no.

FRANK GAFFNEY: District two would be Herbert. But he hasn't been in there long enough to have any concerns yet. District three, Tony. He's not here. He's tied up trying to get his location straightened out. District four, Shelly.

SHELLY LEJEUNE: The only thing I got is getting a lot of phone calls when the stipend's coming out. Maybe the only thing.

FRANK GAFFNEY: That should be solved now.

SHELLY LEJEUNE: Yep. And my most frequent caller was Buck.

MICHELLE DUNCAN: He called me the other day wanting to know when he was getting it too. Hopefully it didn't get mailed yet.

FRANK GAFFNEY: And then Earl. Hadn't heard from Earl.

EARL HEBERT: Nothing yet.

FRANK GAFFNEY: I got a phone call from Earl said Christmas came. Donald's not here. Nothing there that I know of other than Donald never gets a daily report from USA. And he's been on the phone several times with them, but nothing ever happens.

STEVEN DEBRUHL: All right. I will tell David to work with him.

FRANK GAFFNEY: And then district seven, Emma Palmar.

EMMA PALMER: Nothing. Willie said he got his check. Most of them I know got their check. But Willie said he had concerns because he had to buy a food processor.

STEVEN DEBRUHL: What, Emma?

EMMA PALMER: Willie say he had to buy a food processor so he'll be glad where you know what you can pay for and what the state is going to pay for.

STEVEN DEBRUHL: How much is a food processor?

EMMA PALMER: I don't know.

FRANK GAFFNEY: I doubt a food processor would be covered.

CANDICE LINVILLE: Usually a couple hundred bucks.

STEVEN DEBRUHL: That's kind of an item that a manager should be paying for out of his own pocket.

EMMA PALMER: I'll tell him he's going to pay for it anyway.

FRANK GAFFNEY: We already did the next one. Installed Emma and installed Herbert.

STEVEN DEBRUHL: Did they swear their allegiance to Frank?

EMMA PALMER: No.

FRANK GAFFNEY: Shucks. Okay. Date of next meeting.

STEVEN DEBRUHL: Which we have down already I think as 12, that Friday. Is that the 9th, Chauntey?

CHAUNTEY CARTER: It's the 9th or the 10th.

MICHELLE DUNCAN: It's the 9th. December 9th is a Friday.

STEVEN DEBRUHL: Plan on doing it here again?

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Unless you want to try to put together for that‑‑ nah. I think we'll do it here before we go to the school for the blind.

KEVIN MONK: I'm sure Frank would like it if everybody went to Shreveport.

FRANK GAFFNEY: I know that would never happen. We wouldn't have enough managers show up. Do I hear a motion for adjournment?

SHELLY LEJEUNE: I move that we adjourn.

CANDICE LINVILLE: I second.

FRANK GAFFNEY: All in favor?

{Collective aye}

FRANK GAFFNEY: Opposed? Motion passed.

Trust Fund

FRANK GAFFNEY: Call to order. Call this meeting to order. Roll call.

SHELLY LEJEUNE: Shelly LeJeune, Baton Rouge.

CANDICE LINVILLE: Candice Linville, New Orleans.

EMMA PALMER: Emma Palmer, Shreveport.

HERBERT READO: Herbert Reado, New Orleans.

EARL HEBERT: Earl Hebert, Lafayette.

FRANK GAFFNEY: Okay. Review of agenda. Like before, I read it. Shelly's read it.

SHELLY LEJEUNE: Yep. I read it.

FRANK GAFFNEY: Anybody else is interested just contact Steve or myself and we'll forward it to you. Approval of the minutes.

SHELLY LEJEUNE: I move that the minutes be approved.

CANDICE LINVILLE: I second.

FRANK GAFFNEY: All in favor?

{Collective aye}

FRANK GAFFNEY: Opposed? Okay. New business. First one, trust fund monthly income.

STEVEN DEBRUHL: I think Chauntey passed the statements. But they're a little hard to read. The very last one is the balance of the trust fund as of Thursday September 8th, which was yesterday was $698,461.26. That does include some of these stipends coming out of there. Don't have the exact number as of yet.

FRANK GAFFNEY: The ones that went direct deposit.

STEVEN DEBRUHL: Exactly. As far as the collection so far this year on commissions, we collected 232,000 as of yesterday. That's about what we were last year. We're off a little bit. Eric's been breaking it down. When we get a check in, he's got a little spread sheet. He doesn't have this last batch which would be about another 10,000 bucks. But of 219,000, 163,000 came from state property and 52,000 came from federal property. That's at third party. RSA has said also that we're not supposed to be doing third party on federal property. That money's supposed to be going to managers specifically, but if you have an agreement in place you don't have to transition out yet.

FRANK GAFFNEY: I questioned that on my chat line again.

STEVEN DEBRUHL: What are you hearing?

FRANK GAFFNEY: Nobody's done it.

SHELLY LEJEUNE: Nobody.

FRANK GAFFNEY: They still got, Pennsylvania still says all they got to do is divide the money out to the managers.

SHELLY LEJEUNE: Exactly what some of them are doing. They actually said that.

FRANK GAFFNEY: Which they can't do.

SHELLY LEJEUNE: They did. They get a check every year.

FRANK GAFFNEY: Yeah.

SHELLY LEJEUNE: I heard that too. Steve, if you don't mind, I have a question. Earlier y'all brought up the thing about hospital in Lafayette.

STEVEN DEBRUHL: Okay.

SHELLY LEJEUNE: Do y'all have an idea of what they owe us?

STEVEN DEBRUHL: Well, go back historically and look at what we were doing. We were getting between the snack and drink probably like 800 and a thousand. Like 1,800‑dollars a month. It was pretty solid. You know, different months changed. There was a time when Robert was there, you know, we had a location there and we still had the vending machines. Ever since he left that's when we had them on third party. They had that one snack and drink by the emergency room. That one was always banging. What we will do is we'll go back and look at what we were getting prior to those guys putting the kibosh on it.

FRANK GAFFNEY: Possibly 30,000 a year? Something like that.

STEVEN DEBRUHL: Probably in that ballpark, I think. At least 12 to 1,500. But I think it was more like 1500 to 1800 to 2000 depending on the time of the year. In summer it was always much bigger.

SHELLY LEJEUNE: I forgot to ask that earlier. I said I need to find out. Give us an idea of how much.

STEVEN DEBRUHL: Well, that's what we're losing too. If we get that back plus what, you know, they took away from us that will be a big hit.

SHELLY LEJEUNE: Steve, did you say that Mica went through that list of property from Lafayette area?

STEVEN DEBRUHL: Actually, I did that.

FRANK GAFFNEY: Oh, you do that, okay. Do we have anything coming in from those?

STEVEN DEBRUHL: We did have a couple. A post office or two. Not a post office, but a DCFS. But a lot of it we're not on it. And LSU themself, they have an exemption from the law. But I just went on Caddo Parish website and put in State of Louisiana, and I get something back from Louisiana Department of Agriculture, Louisiana Department of Health and Hospitals. So again, that's the tax (inaudible). That's the strategy we're going to use. You're paying taxes on it, you own it. But a lot of these things are kind of nebulas.

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Cause they could actually have either Google maps or the surveyor map. Might be a bus barn or just might be a yard where they're keeping equipment or stuff like that. Nobody there. But it's a good opportunity to start using that as a way to prospect for new business. That's what we're going to be looking at. What else you got, Frank?

FRANK GAFFNEY: Unfinished business. We don't have any.

STEVEN DEBRUHL: You got blind vendor trust fund source of revenue data. Which is what I provide to you guys. So there is one for commissions, a statement on there which has a running commission of it. And then also Eric takes it to another level. What I could do is I can provide you guys with a copy of that as well. But a lot of these Excel documents they're on multiple tabs so it's kind of hard to print the whole thing out. Are you able to use Excel on your computer?

FRANK GAFFNEY: No. If you think about it, send me that Georgia thing differently. I couldn't read it.

STEVEN DEBRUHL: Okay. The RSA review?

FRANK GAFFNEY: Yeah.

STEVEN DEBRUHL: Okay.

SHELLY LEJEUNE: Every now and then y'all end up sending something that's an image. Can't read that.

STEVEN DEBRUHL: Mica can make everything accessible. A PDF, he has a program. If you have the Adobe Pro Acrobat, which he does, he's the only one that does. You have to pay extra license for that. I can definitely send that out with him. I don't know about how an Excel document works. Are you able to navigate that at all or?

FRANK GAFFNEY: Well, for voc rehab I'm putting in for a 17‑inch laptop that I can get closer to. My regular screen computer by the time you got the keyboard out there and everything I can't get close enough up to it to look at it. I want to get one of those 17 inch, call it two and one where you can get the keyboard out of your way and turn the screen around. And I don't need all those fancy things so I can get them pretty cheap.

STEVEN DEBRUHL: Part of the problem is you're using Apple so Excel's a Microsoft program. Sometimes you'll have like Excel for Apple, but it's not the same. Might be easier once you get a PC. Cause having a Windows operating system, probably better off.

SHELLY LEJEUNE: I do just about everything on my phone. Except for the images, only thing I can't read. Read everything else.

FRANK GAFFNEY: Open discussion.

STEVEN DEBRUHL: Let's talk about vacation pay. We haven't been spending a ton of money other than the stipends and a few things for Candice over there. But other than that we haven't been really spending a whole lot of money. Let's just say we have 700,000‑dollars right now. The good news about the stipend, Chauntey, how many do you think we had total?

KEVIN MONK: Thirty‑nine.

CHAUNTEY CARTER: Thirty‑eight or 39.

STEVEN DEBRUHL: In the past we were doing retired managers.

FRANK GAFFNEY: Is that counting Tracy?

KEVIN MONK: Tracy would have been the 39th one, I think. Actually, 38 to date and then when Tracy qualifies it will be 39.

STEVEN DEBRUHL: Tracy will make one year of service at the end of December. So she'll basically get half, you know. She'll get 1250 cause she'll be on the job for one year and then give her six more months left to that fiscal year. But in the past, you know, we were paying the retired managers. That was another 20, 30 of those. So I'm not exactly sure how many stipends come out of this total of 700,000. Let's see here. Did you have a number in mind, Frank, of what you thought it would be?

FRANK GAFFNEY: No.

STEVEN DEBRUHL: We did 500‑dollars per manager, and we have 39 managers.

FRANK GAFFNEY: First one I did was 750 and then somehow we went down to 500, but that's when we put in depending on availability.

STEVEN DEBRUHL: All right. Say we did 500‑dollars a person times 39 managers, counting Tracy, that will be 19,500‑dollars that will come straight out of the trust fund. If you did 750‑dollars times 39 managers that would be 29,250‑dollars.

FRANK GAFFNEY: I would vote for that.

SHELLY LEJEUNE: Just stick with the 500.

FRANK GAFFNEY: No. I would go with the 750 cause we can come down easier. If the money's there now, do the 750 now. Cause next year it might not be there.

EMMA PALMER: We can't hear you, Frank.

FRANK GAFFNEY: Sorry about that. I'm voting, Shelly is going to make a motion that we do 750‑dollar vacation pay.

STEVEN DEBRUHL: What is the timeframe on that motion, that would be dispersed beginning of the‑‑

FRANK GAFFNEY: First of the year.

STEVEN DEBRUHL: First of the year or December?

FRANK GAFFNEY: First of regular year, December.

STEVEN DEBRUHL: Okay.

FRANK GAFFNEY: That would be a good Christmas present too.

STEVEN DEBRUHL: That's kind of what I was thinking too.

SHELLY LEJEUNE: First week of December. All right. I move that we do the vacation pay at 750 to be issued at beginning of December of 2022.

FRANK GAFFNEY: Do I hear a second?

CANDICE LINVILLE: I'll second.

FRANK GAFFNEY: We got a second. Candice. All in favor?

{Collective aye}

FRANK GAFFNEY: I know I ain't going to hear a nay. All opposed? Motion passed.

STEVEN DEBRUHL: So what we'll do is I'll get with RSMAs, we'll go over everything. But basically, it's going to be exactly the same thing we did with the stipend payment. Going to need to sign it.

KEVIN MONK: We got to have a vacation policy to be approved. Which I'm assuming is going to be pretty similar to the medical.

FRANK GAFFNEY: Yeah. That fits in there perfectly.

KEVIN MONK: We'll have to pull that and look at that and make sure we get all the approvals and everything we need.

FRANK GAFFNEY: Cause that would still be the same thing like vacation pay. You haven't got a whole year in, you only get that part.

SHELLY LEJEUNE: Follow the same guidelines as stipend.

FRANK GAFFNEY: Might tweak it if need be.

STEVEN DEBRUHL: Tracy's case she'll still be like 11 months at the beginning of December. So maybe we can just wait, and she'll get two checks.

SHELLY LEJEUNE: Same scenario, we have to sign for it and send it in?

STEVEN DEBRUHL: Right. And Chauntey put them in, Kevin approves them and go from there. Should be a lot easier since Michelle got everybody set up on lagov. But as much as we did, there's going to be somebody whose stipend check goes awry. We haven't heard back from anyone yet. Probably the next week or two, I haven't got my check.

KEVIN MONK: We're going to have to make sure that we get the proper approvals because RSA did a Q and A document and any changes to the use of set aside funds they want to look at. And so we're going to make sure we get all that done.

FRANK GAFFNEY: We should be way inside legal.

KEVIN MONK: Hopefully.

STEVEN DEBRUHL: Well, it says in there set aside funds can be used for vacation pay. It says in the law that you can use it for that. Medical insurance. Fair return.

KEVIN MONK: I'm thinking they're going to want to see the new policy that we have on it. But we'll see. I'll try to work it out.

STEVEN DEBRUHL: We'll definitely get on that Monday.

FRANK GAFFNEY: And then when we get more money we'll work on sick pay. One thing at a time.

STEVEN DEBRUHL: The point of that, you know, if you guys are doing your own repairs, we can start putting this money back out to everyone. But somebody gets 750‑dollars for vacation pay, they're not going to want to spend it on their ice machine, I can tell you that right now. Want to go buy Christmas presents for their favorite RSMA.

FRANK GAFFNEY: Cause we're still, like I told Melissa, we got at least 2/3rds of our managers are at or below poverty rate at this present time.

STEVEN DEBRUHL: If you based it just on the revenue of that stand. But if you get social security disability, this, that and other things, might skew your numbers.

FRANK GAFFNEY: Last I figured if you have with one employee you have to run about 65,000 in gross sales. And on my insurance papers we only have 15 above that or less than 15.

STEVEN DEBRUHL: Well, it has to do with, like you say, with some of these very low performing locations. Consolidate those with managers who are on the job now. I'll work on that vacation approval with Kevin. Make sure we're good to go. And then probably start putting that paperwork out there in November, get it all signed.

KEVIN MONK: And we'll make sure that we're clear as far as y'alls approvals that we need to go with the paperwork.

FRANK GAFFNEY: I think we're getting there.

KEVIN MONK: I think so.

FRANK GAFFNEY: Get these other things straightened out and continue to work with it.

SHELLY LEJEUNE: The equipment and repairs.

FRANK GAFFNEY: That will solve a lot of things once that comes through.

STEVEN DEBRUHL: Frank, I'm signing your reimbursement right here.

FRANK GAFFNEY: All right. Write me the check.

EMMA PALMER: What else you had on there, Frank?

STEVEN DEBRUHL: Already signed yours, Emma.

EMMA PALMER: Thank you.

STEVEN DEBRUHL: Candice, are you going to do one?

EMMA PALMER: She had to go.

FRANK GAFFNEY: Do I hear a motion to adjourn?

SHELLY LEJEUNE: I make a motion we adjourn.

EMMA PALMER: I second it.

FRANK GAFFNEY: All in favor?

{Collective aye}

FRANK GAFFNEY: Opposed? Goodbye.